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Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Eighth Semester B.Tech Degree Supplementary Examination August 2024 (2019 Scheme)



Course Code: MET414

Course Name: QUALITY MANAGEMENT

Max. Marks: 100

Duration: 3 Hours

PART A

Answer all questions, each carries 3 marks.

- | | | Marks |
|----|---|-------|
| 1 | Explain the major benefit of Total Quality Management. | (3) |
| 2 | Differentiate between quality control and quality assurance. | (3) |
| 3 | Explain the importance of Kaizen. | (3) |
| 4 | Explain the factors determining the customer satisfaction. | (3) |
| 5 | Define the employee involvement with respect to total quality management. | (3) |
| 6 | Discuss the requirement of change management. | (3) |
| 7 | Discuss the objective of control charts | (3) |
| 8 | Describe the principle of Pareto diagram. | (3) |
| 9 | Explain the internal audit in ISO 9001. | (3) |
| 10 | Discuss the benefit of ISO certification. | (3) |

PART B

Answer any one full question from each module, each carries 14 marks.

Module I

- 11 a) Discuss Deming, Juran, Crosby approaches to quality management (14)

OR

- 12 a) Describe the barriers in implementing a Total Quality Management programme. (7)
b) Explain the Three TQM axioms. (7)

Module II

- 13 a) Explain the components of quality cost (7)
b) Describe the concept of quality function deployment (7)

OR

- 14 a) Explain six sigma and discuss how is it achieved. (7)

- b) Discuss the steps to be followed to integrate quality in to strategic management journey of organisation (7)

Module III

- 15 a) Explain how top management commitment influence the success of Total Quality Management (TQM) initiatives. (7)
b) Describe qualities of leaders possess to effectively drive TQM within an organization. (7)

OR

- 16 a) Discuss why training is important for the success of TQM. (7)
b) Discuss how employee empowerment contribute to the success of TQM. (7)

Module IV

- 17 a) Discuss in detail about different types of quality management tool with example (14)

OR

- 18 a) Explain the eight pillars of TPM (7)
b) Explain the procedure to conduct Failure Mode and Effect Analysis (FMEA). (7)

Module V

- 19 a) Explain the benefit of ISO 9000 Quality system (7)
b) Describe the ISO 9000 series of standards. (7)

OR

- 20 a) Explain the ISO 14000 series of standards (7)
b) Describe the different types of quality audits (7)
