

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

B.Tech Degree S8 (R,S)(FT/PT) Examinations April 2026 (2019 Scheme)



Course Code: MET414
Course Name: QUALITY MANAGEMENT

Duration: 3 Hours

Max. Marks: 100

PART A

Answer all questions, each carries 3 marks.

Marks

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| 1 | What are the axioms of TQM. | (3) |
| 2 | Distinguish between quality control & quality assurance. | (3) |
| 3 | What are the benefits of Quality Function Deployment. | (3) |
| 4 | What is the importance of Kaizen? | (3) |
| 5 | What are the requirements of change management? | (3) |
| 6 | What are the Human Dimensions of TQM? | (3) |
| 7 | Explain Scatter diagram. | (3) |
| 8 | Describe the procedure to be followed in a brain storming meeting. | (3) |
| 9 | Enumerate the benefits of ISO certification. | (3) |
| 10 | What are the benefits of quality auditing? | (3) |

PART B

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

Module I

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| 11 | a) Describe Crosby's 14 steps of quality improvement. | (7) |
| | b) Explain the barriers to TQM. | (7) |

OR

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| 12 | a) Compare the approaches of Juran and Deming in quality management. | (7) |
| | b) Explain about Quality Management System. | (7) |

Module II

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| 13 | a) Explain the concept and objectives of '5S'. | (7) |
| | b) Describe the components of quality cost. | (7) |

OR

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| 14 | a) With an example, explain the concept of QFD. | (7) |
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- b) Explain the importance of customer satisfaction and six sigma in quality management. (7)

Module III

- 15 a) What is employee empowerment? Explain the importance of employee empowerment in TQM. (7)
b) Explain the importance of leadership in TQM. (7)

OR

- 16 a) What are self-managing teams? What are the benefits & problems associated with them? Indicate the key steps to be followed to implement them in organization. (7)
b) What is the role of motivation of top management in managing a team? Explain. (7)

Module IV

- 17 a) With the aid of an example, describe the principles of cause and effect diagram. (7)
b) Explain about different types of Control charts for improving process capability. (7)

OR

- 18 a) Explain the application of FMEA with a case study. (7)
b) Describe the basic pillars of Total Productive Maintenance. (7)

Module V

- 19 a) Describe the steps to be followed for conducting a quality audit. (7)
b) Describe the types of quality auditing. What are its benefits? (7)

OR

- 20 a) Enumerate the steps to be followed by a manufacturing organization to obtain ISO 9001 certification. (7)
b) Explain about ISO 14000 family of standards. (7)
