

TOTAL QUALITY MANAGEMENT
TIME :3 hrs MAY/JUNE 2007

PART -A (10 X 2 = 20 MARKS)

1. What are the activities of quality planning? -1
2. What is the philosophy behind management by wandering around (MBWA) - 5
3. What are the important factors that influence purchase? *General question*
4. Is cleanliness the only benefit of implementing '5s' practices? -2
5. What is the purpose of pareto diagrams. - 4
6. How are the measures of central tendency used in quality analysis? -3
7. what are the reasons for benchmarking? -4
8. What are the losses reduced by TPM? -3
9. What is the purpose of ISO 9000 quality system? -5
- 10 How does the conceptual approach to ISO 14001 differ from ISO 9001? -5

PART -B (5 X 16 =80)

11 (a) (i) What are the dimensions of quality? Discuss eight of them -1

(ii) What are the duties of quality council? -1

OR

(b) (i) What are the steps in strategic planning? -1

(ii) What are the barriers to TQM implementation? How are they implemented? -1

12 (a) (i) What is the concern of most customer? Is it price of the product (or) service? Explain in detail *General question*

(ii) What are the different ways of receiving customer feedback? How are the feedbacks used? *General question*
OR

(b) (i) What are the types of teams for med in industries ? Discuss the functions of any four of them. *- 5*

(ii) How is PDSA cycle used? Discuss with case study *- 2*

13 (a) (i) Draw cause and effect diagram for an engineering problem *4*

(ii) What are the interpretations of different shapes of histograms? *- 4*
OR

(b) An industrial product was subjected to inspection with a batch size of 500 for ten consecutive days. The number of defective pieces found are 33,43,44,56,60,43,55,42,28 and 70. Draw a p-chart and discuss *- 3*

(ii) How is the process decision program chart (PDPC) used? Give an example. *- 4*

14 (a) Draw the house of quality for an industrial product. Explain various stages. *- 4*
OR

(b) How is FMEA performed? Discuss with an example. Draw the table and give details. *- 4*

15 (a) What are the steps in implementation of ISO 9000 quality system. Discuss in detail. *- 5*
OR

(b) (i) Discuss the environmental management system model with a block diagram *- 5*

(ii) What are the global benefits of environmental management system ? Discuss in detail. *- 5*