

TOTAL QUALITY MANAGEMENT

TIME :3 hrs NOV/DEC 2005

MAX MARKS :100

PART -A (10 X 2 = 20 MARKS)

1. Define quality. 1
2. What are quality statements? 1
3. Explain empowerment. 5
4. What are 5S? 2
5. Differentiate between control charts for variables and attributes. 3
6. Define process capability. 3
7. What are the limitations of bench marking? 4
8. What are the benefits of TPM? 3
9. What a is ISO-9000:2000? 5
- 10 What is quality auditing 5

PART -B (5 X 16 =80)

11. (i) Explain ISO 14000. .How does the conceptual approach to ISO 14001 differ from ISO 9001? Also explain the elements in ISO 9001 which are similar to ISO 14001? 5

(ii) Explain QS-9000 and differentiate between ISO 9000 and QS-9000. Also list the benefits that could be realised by implementing QS-9000 5

12(a) (i) Explain quality costs 1

(ii) What are the barriers for implementing TQM in an industry? Explain 1
OR

(b) Explain Deming's 14 points on quality 2

13(a) Explain Juran's 'quality trilogy' in detail. 2

OR

(b) Explain the following with their advantages and limitations: (i) Kaizen (ii) PDCA cycle (iii) Performance appraisal 2

14 (a) (i) Explain cause- and -effect diagram with an example. 4

(ii) Explain affinity diagram and tree diagram 4

OR

(b) (i) Explain the concept of six-sigma. Also compare the process capability with six-sigma concept. 3

(ii) Explain briefly matrix data analysis and check sheet. 4

15 (a) Explain quality function deployment (QFD) with a suitable example. What are its advantages and limitations? 4

OR

(b) Write short notes on (i) Taguchi's quality loss function (ii) FMEA 2 & 4