

# TOTAL QUALITY MANAGEMENT

NOV/DEC 2006

TIME :3 hrs

MAX MARKS :100

Answer all questions

PART -A (10 X2=20)

1. What are the basic concepts required for TQM? - 4
2. Why is it difficult to change organizational culture? - 1
3. Write short notes on Maslow's hierarchy of needs - 5
4. What are the required condition to create empowerment? - 5
5. What is the structure of a control chart? - 3
6. What are the control charts for attributes? - 3
7. What are the reasons to benchmark? - 4
8. When is quality function deployment used (QFD) - 4
9. What are the concepts of ISO 14000? - 5
- 10 What is an environmental objective? - 5

PART -B (5X 16 =80)

11(a) (i) What should a leader know and understand in order to be effective? -3

(ii) What are the duties of quality council? Explain in detail. -1

OR

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

(ii) How are the quality costs categorized? Explain in detail -1

12(a) (i) What are the important factors that influence purchases? *General questions*

(ii) How can the organizations use customer feedback to their benefits?

Give examples

*General question*  
OR

(b) (i) What are the major benefits of 5S implementation? Explain how are they achieved? -2

(ii) What are the principles of customer/supplier relations? *General question*

13 (a) (i) How is pareto analysis done? Explain with an example -4

(ii) How is a cause and effect diagram constructed? Discuss in detail with a case study -4

(ii) Discuss the applications of new seven management tools with examples -4

14 (a) (i) What are the steps that contain the core techniques of benchmarking? -4

(ii) How is the house of quality constructed? Explain with an example. -4

OR

(b) (i) What are the six major loss areas need to be measured for implementing TPM? -3

(ii) Explain the step by step procedure to perform design FMEA with computer mouse as an example.

15 (a) (i) What are the objectives of ISO 9000? - 5

(ii) Discuss in detail the elements of ISO 9000 - 5

OR

(b) (i) What is the registration process of ISO 9000? What questions will the auditors might ask? - 5

(ii) Explain in detail different types of quality audits. - 5