

M.A. DEGREE EXAMINATION, NOVEMBER 2018
II Year III Semester
Core Major -XII
TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. Define the term Quality.
2. What are Quality costs?
3. Define TQM.
4. What is inspection?
5. Define Value analysis.
6. Define Quality Leadership.
7. Write any two traits of quality leaders?
8. Write a short note on Flow chart?
9. What is Quality circle?
10. What is Zero Defect?
11. What is JIT?
12. What is Reliability engineering?

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. Explain the importance of Quality,
14. Explain the principles of TQM.
15. Write a brief note on Defect diagnosis.
16. Briefly explain the role of quality leader for improving the quality.
17. Explain PDCA cycle.
18. Write a note on Quality circle?
19. Explain the need for ISO certification.

Section C ($3 \times 10 = 30$) Marks**PART - A - Case Study - Compulsory Question**

20. Suppose say you have started a new Manufacturing Company & you are following the legal rules and considering all the ethical issues. Now that you want to conduct Internal Quality Audit.
- How do you go about it?
 - What are the factors you consider?

PART - B

Answer any **TWO** questions

21. Explain Quality Function Development.
22. Discuss the purpose of ABC Analysis.
23. Explain the 14 point Programme of Deming and Crosby.
24. Explain the recent trends in Quality management systems.

M.A. DEGREE EXAMINATION, NOVEMBER 2018
II Year III Semester
Core Major -XII
TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. Define the term Quality.
2. What are Quality costs?
3. Define TQM.
4. What is inspection?
5. Define Value analysis.
6. Define Quality Leadership.
7. Write any two traits of quality leaders?
8. Write a short note on Flow chart?
9. What is Quality circle?
10. What is Zero Defect?
11. What is JIT?
12. What is Reliability engineering?

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. Explain the importance of Quality,
14. Explain the principles of TQM.
15. Write a brief note on Defect diagnosis.
16. Briefly explain the role of quality leader for improving the quality.
17. Explain PDCA cycle.
18. Write a note on Quality circle?
19. Explain the need for ISO certification.

Section C ($3 \times 10 = 30$) Marks**PART - A - Case Study - Compulsory Question**

20. Suppose say you have started a new Manufacturing Company & you are following the legal rules and considering all the ethical issues. Now that you want to conduct Internal Quality Audit.
- How do you go about it?
 - What are the factors you consider?

PART - B

Answer any **TWO** questions

21. Explain Quality Function Development.
22. Discuss the purpose of ABC Analysis.
23. Explain the 14 point Programme of Deming and Crosby.
24. Explain the recent trends in Quality management systems.