

M.A. DEGREE EXAMINATION, NOVEMBER 2019
I Year II Semester
Total Quality Management

Time : 3 Hours

Max.marks :75

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

Answer any **TEN** questions

1. Quality
2. TQM
3. ABC analysis
4. Inspection
5. Quality Leadership
6. Quality Leader
7. Zero defects
8. Six sigma
9. QMS
10. ISO 9000
11. JIT
12. Value engineering

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

Answer any **FIVE** questions

13. What is the Importance of quality?
14. Describe ABC analysis.
15. Explain 14 point Programme of Deming and Crosby.
16. 5s - Recent Technique for Quality Improvement - Discuss.
17. EMS - Explain.
18. What are the Dimensions of quality?
19. Explain the Characteristics of Quality leaders.

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

20. TQM requires a transformation in thinking about how you view your customers, suppliers and shareholders. If you are a proprietor of an organisation what will be your Principles of TQM - Discuss.

PART - B

Answer any **TWO** questions

- 21. Describe the Principles of TQM.
- 22. Explain the Methods of inspection.
- 23. Describe the Role of TQM leaders.
- 24. Explain ISO 9000 implementation.

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