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

Time : 3 Hours   **Max.marks :75**

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

Answer any **TEN** questions

1. What are the dimensions of quality?
2. What do you meant by cost of prevention?
3. What are the objectives of reliability engineering?
4. List out the seven tools of quality control.
5. What do you meant by the term 'Quality Leadership'?
6. List out the role of TQM leaders.
7. What is zero defection?
8. What is quality circle?
9. What is a PDCA cycle?
10. What is meant by computer-aided quality?
11. What are the purposes of series of ISO14000 standards?
12. Write a short note on ABC analysis.

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

Answer any **FIVE** questions

13. State the principles of TQM.
14. Distinguish between the costs of internal failure and the costs of external failture.
15. Write a brief note on value engineering.
16. Explain the 7 habits of highly effective people.
17. Discuss the various steps involved in the operation of quality circles.
18. Explain the concept of six sigma with an example.
19. Explain the following terms: A) OHSAS18001 B) ISO27001 C) ISO22000

Section C $(3 \times 10 = 30)$ Marks

PART - A - Case Study - Compulsory Question

20. The handle of a domestic iron box is being designed. How is QFD applied for their process? Discuss with the diagram of House of Quality.

PART - B

Answer any **TWO** questions

21. Explain Deming's fourteen principles for quality management. How do you feel that these will be useful in today's context in service industry?

22. Elaborate the Japanese 5'S as applicable to any organization.

23. Explain the procedures to obtain ISO14000 certificate. Illustrate with example.

24. Discuss the new seven management tools in detail with typical applications.

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