

M.A. DEGREE EXAMINATION, EVEN SEMESTER 2021
II Year III Semester
Total Quality Management

Max.marks :25

Answer any **FIVE** questions ($5 \times 5 = 25$) Marks

1. Explain Quality Function Deployment and its benefits.
2. Explain the role of TQM Leaders.
3. Classify Quality Cost.
4. Diagnose 7 QC Tools.
5. Describe the steps involved in PDCA.
6. Explain 5S, its advantages and disadvantages.
7. Appraise on ISO 14000.