

SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)
(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC) Chromepet,
Chennai — 600 044.

M.A. END SEMESTER EXAMINATION APRIL/NOV - 2021

SEMESTER - III

17PHRCT3A12 - Total Quality Management

Total Duration : 3 Hrs	Total Marks : 75
MCQ : 30 Mins	MCQ : 15
Descriptive : 2 Hrs.30 Mins	Descriptive : 60

Section B

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. Define TQM and explain its importance.
2. What is Quality Control and Statistical Quality Control?
3. What are the seven basic QC tools?
4. Explain the various metrics used for analysis of defects.
5. What are ISO-9000 standards? Describe their salient characteristics.
6. What is a PDCA Cycle?
7. What is the relationship between Kaizen and management?
8. Explain the barriers in implementing ISO:14001.

Section C

Part A

Answer any **TWO** questions ($2 \times 10 = 20$ Marks)

9. What is Deming Prize? What are the criteria for awarding Deming Prize?
10. What is reliability engineering? Briefly discuss the various methods of reliability engineering.
11. What are the different roles of TQM Leaders?
12. What are the essentials required for implementation of six sigma?

Part B

Compulsory question ($1 \times 10 = 10$ Marks)

13. What are the Seven Habits of Highly Effective People?