

Reg. No. :

**Question Paper Code : 20633**

B.E./B.Tech. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2018.

Sixth/Seventh/Eighth Semester

Civil Engineering

GE 6757 — TOTAL QUALITY MANAGEMENT

(Common to All Branches Except Marine Engineering)

(Regulations 2013)

(Also common to PTGE 6757 — Total Quality Management for B.E. (Part-Time)  
Fifth Semester Civil Engineering/Sixth Semester Computer Science Engineering  
Regulations 2014)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Elucidate Kaizen.
2. What do you mean by cost of quality?
3. Write a brief note on FMEA.
4. What is quality circle?
5. What is bench marking?
6. Enumerate the importance of process capability.
7. Write a note on QFD.
8. What do you understand about six sigma?
9. Write the significance of quality auditing.
10. Mention the elements of ISO 14000.

PART B — (5 × 13 = 65 marks)

11. (a) Discuss the need and basic concepts of TQM.

Or

- (b) Explain in detail about Deming Philosophy.

12. (a) Compare and contrast the role of a team leader and facilitator.

Or

- (b) Discuss about the supplier partnership procedures in detail.

13. (a) Describe the seven traditional tools of quality.

Or

- (b) Discuss the stages and types of bench marking.

14. (a) Explain the concept of six sigma in detail.

Or

- (b) Describe the objective and benefits of QFD.

15. (a) Explain the need for ISO 9000 and other quality system.

Or

- (b) Explain the concept and benefits of ISO 14000.

PART C — (1 × 15 = 15 marks)

16. (a) Discuss about the objectives, process and benefits of Quality Functional Deployment (QFD).

Or

- (b) Explain about projects in TQM and various supporting tools and techniques in TQM projects.