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D.K.M.COLLEGE FOR WOMEN (AUTONOMOUS), VELLORE-1

SEMESTER EXAMINATIONS

APRIL – 2018 15CPCO4C

# TOTAL QUALITY MANAGEMENT

Time : 3 Hrs Max. Marks : 75

**SECTION-A (5 x 6 = 30)**

**Answer ALL the questions.**

1. (a) Explain various dimensions of quality.

(Or)

(b) What are the uses of different control charts?

1. (a) What are the objectives of quality circles?

(Or)

(b) Explain the procedure in process capability measurement.

1. (a) Write a note on Ishikawa diagrams

(Or)

(b) Explain the objectives or purpose of FMEA.

1. (a) Explain different types of maintenance

(Or)

(b) Point out the objectives of maintenance management.

1. (a) What do you meant by quality audit? What are its types?

(Or)

(b) What are the benefits that can be attained by an organisation through following ISO 9000 standards?

**SECTION-B (3 x 15 = 45)**

**Answer any THREE of the following questions.**

1. Explain the basic principles of TQM.
2. Write an elaborate note on Kaizen.
3. Elucidate the characteristic features of JIT Purchase.
4. Explain the stages in TPM process.
5. Write an elaborate note on Six Sigma.

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