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

**SEMESTER EXAMINATIONS**

**APRIL – 2017 15CPCO4C**

***TOTAL QUALITY MANAGEMENT***

**Time: 3 Hrs Max. Marks: 75**

**SECTION – A (5 X 6 =30)**

**Answer ALL the questions.**

1. a) Define the term total quality and explain the principles of total quality.

(Or)

b) Explain the concept of statistical process control.

1. a) Briefly explain process capability in TQM.

(Or)

b) Explain the benefits of Quality circle.

1. a) Write a note on Taguchi’s Quality Loss function.

(Or)

b) Define JIT and explain its benefits.

1. a) Explain the objectives of Total Productive Maintenance Programs.

(Or)

b) Explain the concept of customer retention.

1. a) Explain the objectives of ISO 9000

(Or)

b) Explain the objectives of Quality Audit.

**SECTION – B (3 X 15 =45)**

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

1. Explain the elements of Total Quality Management.
2. Explain the problems of Quality circle.
3. Explain the characteristics of JIT.
4. Explain the guiding principles of Total Productive Maintenance.
5. Explain the elements of ISO 9000 standard.

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