

**D.K.M. COLLEGE FOR WOMEN (AUTONOMOUS), VELLORE-1**  
**SEMESTER EXAMINATIONS**  
**APRIL – 2019**  
**TOTAL QUALITY MANAGEMENT**

**15CBA6D**

**Time : 3 Hrs**

**Max. Marks : 75**

**SECTION-A (10 x 2 = 20)**

**Answer ALL the questions.**

1. Define Total Quality Management.
2. What are the Quality statements?
3. What is a Quality Circle?
4. What do you know about 8D methodology?
5. What is TPM?
6. What do understand by the term QFD?
7. What do you mean by Reengineering?
8. Write Taguchi's Loss Function.
9. Write a short note on POKA YOKE.
10. Define Benchmarking.

**SECTION-B (5 x 5 = 25)**

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

11. Explain the eight pillars of TQM.
12. Describe the 5 S housekeeping techniques in detail.
13. Explain the characteristics of Quality Circles and the rationale for using them.
14. What are the types of maintenance?
15. Discuss the problems faced in implementing BPR in an organisation.
16. Explain the different types of FMEA
17. What are the types of Benchmarking?
18. What are the benefits of implementing Quality Audit System in a manufacturing unit?

**SECTION-C (3 x 10 = 30)**

**Answer ALL the questions.**

19. (a) Describe Edward Deming's 14 principles of quality management.  
(Or)  
(b) Explain the characteristic features of Total Quality Management.
20. (a) Explain the structure of Quality Circle. List its benefits and limitations.  
(Or)  
(b) Explain the concept of Six Sigma and the steps involved in Six Sigma process.
21. (a) Discuss the QFD process with a chart and flow diagram with a suitable example.  
(Or)  
(b) What are the steps for obtaining ISO 9000 certification.