

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Eighth Semester B.Tech Degree Regular Examination June 2023 (2019 Scheme)

Course Code: MET414**Course Name: QUALITY MANAGEMENT****Duration: 3 Hours****Max. Marks: 100****PART A***Answer all questions, each carries 3 marks.*

Marks

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| 1 | Write any two definition of quality. | (3) |
| 2 | Explain the concept of Juran's trilogy. | (3) |
| 3 | What is the importance of Kaizen? | (3) |
| 4 | What are the factors determining the customer satisfaction? | (3) |
| 5 | Differentiate between positive motivation and negative motion. | (3) |
| 6 | What is meant by employee empowerment? | (3) |
| 7 | Write any two applications of the following quality control tools: a. Bar graph
b. Control charts c. Scatter diagram. | (3) |
| 8 | What is the use of affinity diagram as management tool? | (3) |
| 9 | What are the important benefits of ISO certification? | (3) |
| 10 | Explain briefly ISO14000 standards. | (3) |

PART B*Answer any one full question from each module, each carries 14 marks.***Module I**

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| 11 | a) Define and explain the characteristics of Total Quality Management. | (7) |
| | b) What are the dimensions of quality that influence the quality of a product? What is the impact of these dimensions on the quality of a product of your choice? | (7) |

OR

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| 12 | a) Describe Crosby's 14 steps of quality improvement. | (14) |
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Module II

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| 13 | a) What are the obstacles to achieving successful strategic quality management? | (7) |
| | b) What is the significance of 5s in Quality control? | (7) |

OR

- 14 a) What is six sigma quality and how is it achieved? (7)
b) What is “House of Quality”? Explain its structure. (7)

Module III

- 15 a) Define team work. What the benefits and drawbacks of team work? (8)
b) What do you mean by change management? What are the steps in the change management process? (6)

OR

- 16 a) Explain the concept of TQM. (6)
b) Explain the importance of leadership in TQM. What are the characteristics of leadership? (8)

Module IV

- 17 a) List the process of Brain storming. Give any three advantage and disadvantage of brainstorming. (7)
b) Explain briefly different types of control charts (7)

OR

- 18 With an example, explain Pareto analysis and Cause and effect diagram. (14)

Module V

- 19 Enumerate the step by step procedure of implementing and getting certification of ISO:9000 QMS (14)

OR

- 20 a) What are the responsibilities of top management in Quality management system with respect to ISO 9001? (7)
b) What is ‘Quality Audit’? Describe the various types of quality audits. (7)
