

TDM53 Total quality Management

344

REG. NO

OCTOBER 2021

Time: Three hours

Maximum Marks: 75

- Note:
1. Answer ALL the questions in PART-A (1 mark each)
 2. Answer any ONE question from each unit in PART-B (3 marks each)
 3. Answer any ONE question from each unit in PART-C (10 marks each)
 4. The question paper contains TWO Pages

PART-A (1x10=10)

1. What is quality?
2. What is vision statement?
3. What are 5S concept?
4. Name the seven tools of quality control.
5. Define data.
6. What is six sigma?
7. What is control chart?
8. Define fraction defective.
9. What are the purposes of tree diagram?
10. What is JIT?

PART-B (3x5=15)

UNIT-I

11. What are the pillars of TQM?
12. What is customer delight?

UNIT-II

13. What is KAIZEN?
14. What are objectives of quality circle?

UNIT-III

15. What is the use of frequency distribution?
16. Write comparison of measures of central tendency.

UNIT-IV

17. Under what conditions \bar{X} and R charts are used.
18. Define process capability.

UNIT-V

19. What is Radar diagram?
20. Define bench marking.

PART-C (10x5=50)

UNIT-I

21. Briefly explain the 14 points of Deming philosophy of quality.
22. Write down the step by step procedure of achieving the ISO 9000 registration.

UNIT-II

23. Write in detail about the effective implementation of 5S in an organization.
24. Write in detail about the histogram with an example.

UNIT-III

25. Explain briefly the concept of six sigma and state the principles.
26. Find mean, median and mode for the following distribution.

Class limits	10-25	25-40	40-55	57-70	70-85	85-100
Frequency	6	20	44	26	3	1

UNIT-IV

27. Write construction of \bar{X} & R chart with an example.
28. Cell phones were observed and the table gives the number of defects

No. of cell phones	1	2	3	4	5	6	7	8
No. of defects	2	5	5	6	1	5	1	7

 - a) Find the control limits for 'C' chart
 - b) Draw 'C' chart
 - c) State whether the process is in control.

UNIT-V

29. Briefly describe the methodology of constructing an affinity diagram by using an illustration.
30. Explain bench marking process and write its objectives
