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**REG NO:**

**SEMBODAI RV COLLEGE OF ENGINEERING**   
Mechanical Engineering  
**GE 6757-TOTAL QUALITY MANEGEMENT**  
Time: Three hours Maximum : 100 Marks Date:18.10.2016

Answer ALL questions  
**PART A — (10 × 2 = 20 Marks)**

1. How is quality required?
2. What do mean by service quality?
3. Write an example for quality statement?
4. What is difference between competition and customer focus?
5. Why is brainstorming considered as on effect tool?
6. What are the reasons for benchmarking?
7. What are the big losses avoided by TPM?
8. Who constitute quality circle?
9. Why is quality system required?
10. What are the objectives of ISO9000 standards?

**PART B — (5 × 16 = 80 Marks)**

11. (a) What are the dimensions of quality? Discuss any eight dimensions in detail.(16 Marks)

**(OR)**

(b) (i) Discuss the contribution of Juran for quality in detail. (8Marks)

(ii) What are the barriers for TQM implementation? (8Marks)

12. (a) Describe Deming’s philosophy for quality improvement?

**(OR)**

(b) (i) What are benefits of employee involvement?(6 Marks)

(ii) What is team? List the characteristics of a successful team? (10Marks)

13. (a) (i)how is cause and effect diagram constructed? Explain with an example.(8marks)

(ii)How is matrix diagram used? (8marks)

**(OR)**

(b) (i) How is six sigma implemented in practice give a case study? (8Marks)

(ii)Discuss the benchmarking process with an example. (8Marks)

14. (a) How is house of quality constructed? Explain with an example.(16Marks)

**(OR)**

(b)(i) Discuss any four goals of TPM in detail.(8Marks)

(ii)Explain pillars of TPM? (8Marks)

15. (a) (i) Explain the major clauses of QS 9000 standards.(8 Marks)

(ii)Discuss the benefits of IWSO 9000 certification (8 Marks)

**(OR)**

(b) List and explain the elements of ISO 9000 quality systems. (16Marks)