**SIR ISSAC NEWTON COLLEGE OF ENGINEERNG AND TECHNOLOGY**

**PAPPAKOIL, NAGAPATTINAM**

**DEPARTMENT OF MECHANICAL**

**CIA-I EXAM**

**SUB CODE/NAME:** GE 6757 TOTAL QUALITY MANAGEMENT **DATE : 26-07-19 SEM/YEAR: IV / VII TIME DURATION** : 1.30 Hrs

**PART A (5×2=10)**

1.Define quality as per Ed. Demings?

2.List the various factors of frame work?

3.Tabulate tangible and intangible of TQM?

4.What is performance appraisal?

5.sketch the structure of quality of circle?

**PART B (4×10=40)**

6.Describe Demings philosophy for quality improvement?

7.Explain in issue related to customers complaint and retention?

8.Explain the different approach of continuous improvement?

9.Brifley juran ten step and stages of supplier sourcing?

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