



VIVEKANANDHA COLLEGE OF ENGINEERING FOR WOMEN  
[AUTONOMOUS INSTITUTION AFFILIATED TO ANNA UNIVERSITY, CHENNAI]  
Elayampalayam – 637 205, Tiruchengode, Namakkal Dt., Tamil Nadu.



### INTERNAL TEST- I (B.E. / B.Tech )

(2019-Regulation)

DEPARTMENT OF INFORMATION TECHNOLOGY

U19ITE30 – Total Quality Management

YEAR/SEM:IV/VIII

Time : 1.30 Hours

Date:07.02.2023

Maximum : 40 Marks

Answer ALL the questions

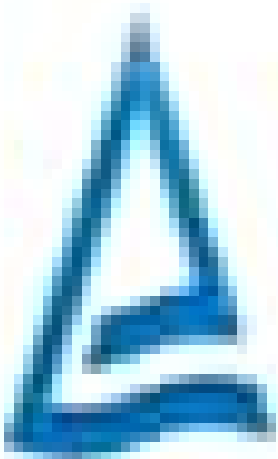
PART – A(5 x 2 = 10 Marks)

Q.No.	Questions	KL	CO Attainment
1.	Define quality and how is quality defined give any two definitions.	K1	CO1
2.	Distinguish between internal customer and external customer	K2	CO1
3.	State the four absolutes of quality observed by Crosby.	K1	CO1
4.	Mention some tools used by Quality Circles for solving problems	K2	CO2
5.	Why team and team work are required in TQM?	K2	CO2

PART – B (2 x 15 = 30 Marks)

Q.No.	Questions	KL	CO Attainment
6.	a i State and explain the barriers to TQM implementation in an organization.(10)	K3	CO1
	ii Explain the various dimensions of quality with examples (5)	K3	CO1
	(OR)		
	b Why to measure quality cost ?Classify the various types of quality costs and give examples.	K3	CO1
7.	a What is 5S? Explain all the elements of 5S principle in detail with implementation in your own organization.	K3	CO2
	(OR)		
	b Write the fourteen steps of Deming's philosophy for improving quality, productivity and competitiveness.	K2	CO2

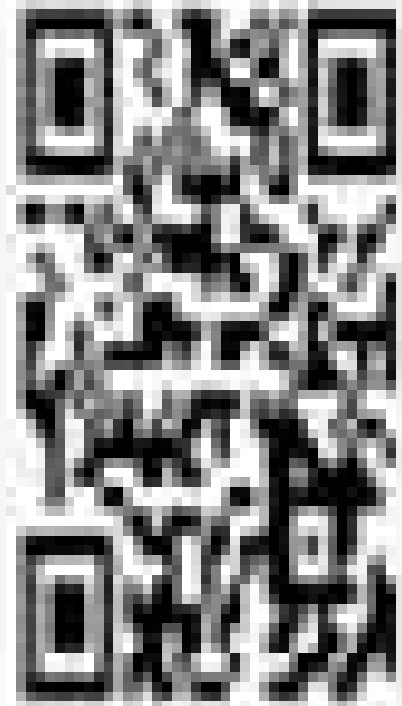




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