



SRI KRISHNA COLLEGE OF TECHNOLOGY
An Autonomous Institution, (Approved by AICTE and affiliated to
Anna University)
Coimbatore, Tamil Nadu
Academic Year 2020-2021(ODD SEM)



B.E. MECHANICAL ENGINEERING
CONTINUOUS INTERNAL ASSESSMENT - 1

Class	Course Code	Course Title	Date
III YEAR CSE -A	19MEO01	FUNDAMENTALS OF TOTAL QUALITY MANAGEMENT	

Duration: 90 min

Max:50 Marks

Course Outcomes:		
CO 1:	Understand the principles of TQM	(U)
CO 2:	Understand the design concepts and Value analysis	(U)
CO 3:	Apply the tools and techniques of TQM in an organization	(U)
CO 4:	Understand the need for Quality systems of international standards	(U)
CO 5:	Apply the Quality Management Systems in a different organization environment	(U)

Part – A (09 x 02 = 18 Marks)		RBT	CO	Marks
Answer All Questions				
1	Interpret customer focus	U	CO1	2
2	Identify different key indicators for customer satisfaction	U	CO1	2
3	Pointout the outcomes of total quality management if you implemented in industries.	U	CO1	2
4	Jusify the concept of Demings philosophy.	AP	CO1	2
5	Listout the benefits of total quality management concepts applied in manufacturing industries	U	CO1	2
6	Discuss the principles of TQM	U	CO1	2
7	Interpret four dimensions of quality	U	CO1	2
8	Discuss the way how to solve customer complaints	U	CO1	2
9	Discuss the role of total quality management in industries?	U	CO1	2

Part – B (02 x 16 = 32 Marks)			RBT	CO	Marks
Answer All Questions					
10	a)	How to improving quality,productivity and competitiveness by using fourteen steps of Demings philosophy.	AP	CO1	8
	b)	In top management point of view,Jusify how important customer satisfaction and customer retention	AP	CO1	8
11.		How fabrication industires are benefited over the Implementation of Crosby 14 step.	AP	CO1	16