

## **All The best For Exams - Rejinpaul Team**

**Anna University Exams Nov Dec 2019 – Regulation 2013**  
**Rejinpaul.com Unique Important Questions – (common) Semester BE/BTECH**  
**GE6757 Total Quality Management**

### **Unit I**

1. Elaborate the Deming's philosophy over the quality and productivity improvement
2. Explain Juran's principles of quality improvement
3. What do you mean by customer satisfaction? Explain a customer satisfaction (Kano) model?
4. Discuss TQM frame work and list the principles of TQM?
5. Explain the barriers to TQM implementation and List the benefits of TQM

### **Unit II**

1. Explain the different approaches towards continuous improvement? ( PDSA cycle, 5's, kaizen).
2. What are the duties of Quality Council? Explain in detail Quality Council in manufacturing facility
3. Discuss about various motivation theories
4. Explain about the performance appraisal system
5. Explain (a) employee empowerment (b) strategic planning process

### **Unit III**

1. Explain the different steps involved in FMEA with an example & types of FMEA
2. Discuss the benchmarking process & list the advantages, applications
3. Discuss the new seven tools in detail with their typical applications & examples
4. Explain the six sigma (DMAIC) process, & concept of six sigma with example

### **Unit IV**

1. Describe a QFD methodology and benefits of QFD
2. Explain the components of quality costs
3. what are the goals of TPM & Explain the six losses and 8 pillars of TPM
4. Explain the concept of taguchi's quality loss function in detail. Give an example
5. Describe briefly the 8 criteria that need to be considered while developing performance measures in the organization

**Note : study problem related to control charts**

### **Unit V**

1. Discuss in detail the requirements, elements of ISO 14000. What are the Benefits of ISO 14000?
2. Discuss the implementation of TQM with a case study from the manufacturing Industry
3. Discuss the elements of ISO 9000: 2000 quality system. Explain the steps to be followed in implementing quality system ISO 9000: 2000
4. Discuss quality auditing in detail. (Features, types, objectives, stages)

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