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215/13

B.E / B.Tech (Full Time) DEGREE END SEMESTER EXAMINATIONS, APRIL / MAY 2013

Electrical and Electronics Engineering

Semester VII

EE 9024 Total Quality Management

(Regulation 2008)

Time : 3 Hours

Answer ALL Questions

Max. Marks 100

PART-A (10 x 2 = 20 Marks)

1. Mention the four categories of quality of cost.
2. What are the duties of the Quality Council?
3. What is empowerment?
4. What are the three components of the Juran Trilogy?
5. Give the objective of the attribute charts.
6. What is Six-sigma process capability?
7. What are the steps of benchmarking process?
8. List the stages of FMEA.
9. What are the needs of ISO 9000?
10. Lists the benefits of ISO 14000.

Part – B (5 x 16 = 80 marks)

11. Explain in detail the various dimensions of Product quality.
12. a) Bring out the various principles of leadership. Also highlight what leadership style is most appropriate in a total quality setting and why?

OR

- b) Explain how 5 S principles help in improving and maintaining Good House Keeping.

13. a) Discuss the construction and application of control charts for variables to monitor a manufacturing process.

OR

- b) What are DMAIC and DMADV? Explain the steps involved in DMAIC and DMADV.

14. a) What is house of quality? Explain in detail the construction of the house of quality.

OR

- b) i. Explain the product life characteristics curve. (8)
ii. Explain Taguchi's signal to noise ratio concept and its application. (8)

15. a) Explain the various documents that are to be prepared while implementing Quality Management System in an organization.

OR

- b) What are quality audits? List down the objectives and the situation under which quality audits are to be performed.