



ROLL NO.

ANNA UNIVERSITY (UNIVERSITY DEPARTMENTS)

B.E. / B. Tech - END SEMESTER EXAMINATIONS, APRIL / MAY 2024

Geo Informatics – VI Semester,

Ceramic Technology & Petroleum Engineering & Technology – IV Semester

GE 5451 – Total Quality Management (Regulation 2019)

Time 3 Hours

(Answer all Questions)

Max.Marks: 100

PART- A (10 x 2 = 20 Marks)

Q. No.	Questions	Marks
1	Specify any four Quality Gurus along with their key contributions	2
2	Give the types of Customers with examples.	2
3	What is meant by Deming's theory of Variance?	2
4	Should suppliers be treated as partners? - Justify	2
5	Compare Corrective Action and Preventive Action.	2
6	Draw an example Cause and Effect Diagram	2
7	5 'S' Practice is for Work Place Quality. How?	2
8	What is Quality Circles? How does it work.?	2
9	Enlist the types and purpose of Quality Audits	2
10	Give a brief on AS 9100 and TL 9000 Standard?	2

PART- B (5 x 13 = 65 Marks)

All Questions 11 to 15 Answer Either (a) OR (b)

Q.No.	Question	Marks
11(a)	Explain in detail the main three Quality Statements ? Write the three Statements for a company of your choice	13
11(b)	Quality Management Principles propose few mandatory factors for success, which were not considered in conventional management practices. Explain atleast six such factors.	13
12(a)	Explain in detail how you can use the Kano Model for Customer Retention for a product of your choice.	13
12(b)	Why should suppliers be treated as partners? Explain the criteria for the selection of suppliers for a company of your choice.	13
13(a)	Write an essay on Bench Marking	13
13(b)	Explain in detail the different steps involved in FMEA. What is the significance of RPN?	13
14(a)	Describe in detail the steps and phases involved in the construction of a QFD for a product of your choice.	13
14(b)	Write in detail about the Principles, Objectives and Pillars of TPM	13
15(a)	Should a company desire to get Certified for Quality Management System Standard, Explain the different steps to be followed.	13
15(b)	Should a company desire to get Certified for Environment Management System Standard, Explain the different steps to be followed.	13

PART- C (15 Marks)
(Q.No. 16 is Compulsory)

16 (a)	Explain What , Why and How to do the of Six Sigma Methodology	8
(b)	Is Quality free ? - Justify	7