**REG.NO:**

**SEMBODAI RUKMANI VARATHARAJAN ENGINEERING COLLEGE**

**ACADEMIC YEAR 2013-2014/ODD SEMESTER**

**MODEL EXAM**

**DEPARTMENT OF MECHANICAL ENGINEERING**

**SUBJECT CODE/TITLE:** MG1301 TOTAL QUALITY MANAGEMENT

**YEAR/SEM:** IV/VII **DATE:**

**DURATION:** 1 ½ HOURS **MAX.MARKS:** 50

**Answer ALL the Questions**

**PART A (10X2=20)**

1. What are the activities of quality planning?
2. What is the philosophy behind ‘Management by Wandering Around’ (MBWA)?
3. What are the important factors that influence purchase?
4. List out the 5S of Japanese methodology with its purpose
5. What is the purpose of Pareto Diagrams?
6. How are the measures of central tendency used in quality analysis?
7. What are the reasons for benchmarking?
8. What are the losses reduced by TPM?
9. What is the purpose of ISO 9000 quality system?
10. How does the conceptual approach to ISO 14001 differ from ISO 9001?

**PART B (80 MARKS)**

1. (i) What are the dimensions of quality? Discuss eight of them. (8)   
   (ii) What are the duties of quality council? (8)

(or)

1. (i)What are the steps in strategic planning? (8)  
   (ii) Explain the principles of TQM?(8)
2. i) What are the types of teams formed in industries? Discuss the functions of any four of them(8)  
   ii) What are the customer perceptions of quality? Explain the service quality with its characteristics and expectations. (8)

(or)

1. Discuss about Maslow's need hierarchy theory and Herzberg's two factor theory for motivation?(16)
2. Explain in detail:

i) Process capability (8)

ii) Six sigma (8)

(or)

1. i)How is Process Decision Program Chart (PDPC) used? Give an example. (8)

ii) Draw cause and effect diagram for an engineering problem. (8)

1. How is FMEA performed? Discuss with an example; Draw the table and give details. (16)

(or)

1. Explain about the following

(i) QFD process (8)

(ii) Benchmarking process (8)

1. i) Explain about the documentation process in ISO 9000:2000 systems? (8)

(ii) Discuss ISO 14000 requirements and its benefits? (8)

(or)

1. What are the steps in the implementation of ISO 9000 quality system? Discuss in detail. (16)