**REG.NO:**

**SEMBODAI RUKMANI VARATHARAJAN ENGINEERING COLLEGE**

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

**CYCLE TEST – I AUG-2013**

**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 (5X2=10)**

1. Define quality.
2. What do you mean by total cost of quality?
3. Mention any four principles of TQM.
4. What is Quality Council?
5. List out the 5S of Japanese methodology with its purpose.

**PART B (40 MARKS)**

1. i) Explain quality costs. What are the barriers for implementing TQM in an industry? (10)

ii) Discuss in detail about the quality statement. (6)

1. Explain the following with their advantages and limitations.
   1. Kaizen (8)
   2. Performance appraisal (8)
2. Explain in detail about the process of strategic planning. (8)