**REG.NO:**

**SEMBODAI RUKMANI VARATHARAJAN ENGINEERING COLLEGE**

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

**CYCLE TEST – II**

**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. List out seven basic management tools of TQM.
2. Define the term process capability.
3. What is process flow diagram?
4. Define Benchmarking.
5. What do you mean by FMEA? Give its types.

**PART B (40 MARKS)**

1. i) Explain in detail about the 7 SPC tools of quality. (8)

ii) Discuss in detail about the concept of Six-Sigma. (8)

1. Write short notes on:
   1. Taguchi’s Quality Loss Function (8)
   2. FMEA (8)
2. Explain HOQ with the various steps involved to build it. (8)