

Reg.No.:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--



VIVEKANANDHA COLLEGE OF ENGINEERING FOR WOMEN
 [AUTONOMOUS INSTITUTION AFFILIATED TO ANNA UNIVERSITY, CHENNAI]
 Elayampalayam – 637 205, Tiruchengode, Namakkal Dt., Tamil Nadu.

Question Paper Code: 50003

B.E. / B.Tech. DEGREE END-SEMESTER EXAMINATIONS – NOV. / DEC. 2024

Seventh Semester

Computer Science and Engineering

U19CSV55 – TOTAL QUALITY MANAGEMENT

(Common to Computer Science Technology)

(Regulation 2019)

Time: Three Hours

Maximum: 100 Marks

Answer ALL the questions

Knowledge Levels	K1 – Remembering	K3 – Applying	K5 - Evaluating
(KL)	K2 – Understanding	K4 – Analyzing	K6 - Creating

PART – A

(10 x 2 = 20 Marks)

Q.No.	Questions	Marks	KL	CO
1.	Distinguish between internal customer and external customer.	2	K2	CO1
2.	Mention the major contribution of Juran and Crosby in quality management.	2	K1	CO1
3.	What methodologies are used to justify problem solving by quality circles?	2	K1	CO2
4.	How will you improve the performance appraisal system?	2	K2	CO2
5.	What are the commonly used check sheets to assess quality?	2	K2	CO3
6.	Why an np chart is preferred over p chart?	2	K2	CO3
7.	State few performance measures used to assess the success of TPM.	2	K2	CO4
8.	Give the seven basic steps to get an organization started toward TPM.	2	K2	CO4
9.	List the eight quality principles underlying ISO 9000:2000.	2	K1	CO5
10.	What are the different stages in conducting quality audit?	2	K1	CO5

PART – B

(5 x 13 = 65 Marks)

Q.No.	Questions	Marks	KL	CO
11. a)	Enumerate in detail the fourteen points of Deming's Philosophy.	13	K3	CO1
	(OR)			
b)	Discuss the cause – effect cycle of TQM with an example and the barriers of TQM implementation.	13	K4	CO1
12. a)	Explain the phases of PDSA cycle with suitable illustration.	13	K4	CO2
	(OR)			
b)	Discuss in detail about the 8D methodology and Japanese 5S principles.	13	K4	CO2
13. a)	What is Benchmarking and why do the organizations adopt this technique? Explain the Benchmarking Process.	13	K5	CO3
	(OR)			
b)	Explain the relevance of 6-sigma concept in achieving quality output in a process with examples.	13	K4	CO3
14. a)	Discuss about the objectives, process, outcome and benefits of quality functional deployment (QFD).	13	K5	CO4
	(OR)			
b)	Explain with an example, the concept of Taguchi's quality loss function in detail.	13	K4	CO4
15. a)	Explain about the philosophy and the requirements of ISO 9000:2000.	13	K4	CO5
	(OR)			
b) i.	Write a brief note on quality auditing in QMS.	7	K3	CO5
ii.	Discuss the implementation of ISO 9000 and the documentation procedures in quality standards.	6	K3	CO5

PART – C

(1 x 15 = 15 Marks)

Q.No.	Questions	Marks	KL	CO
16. a)	Draw the fish-bone diagram detailing the causes of poor performance of students in the University Examination. Identify the seven tools of quality that can be used to make analysis to improve the performance.	15	K6	CO3
	(OR)			
b)	Quality Management is applicable to firms only in the manufacturing sector and not in the public or service industry. Give argument for or against this assertion and discuss the dimension of service quality.	15	K5	CO2