

CLASS: U.G. – SKILL BASED ELECTIVE

15A/22

St. JOSEPH'S COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI – 620 002

SEMESTER EXAMINATIONS – APRIL 2015

TIME: 3 Hrs.

MAXIMUM MARKS: 100

SEM	SET	PAPER CODE	TITLE OF THE PAPER
VI	2012	11UCO640602A	TOTAL QUALITY MANAGEMENT

SECTION – A

Answer all the questions:

20 x 1 = 20

Choose the correct answer:

- Quality is _____.
 - Continuous process
 - Employer's concern
 - Employee's concern
 - Statutory concern
- 'Customers are God' said by _____.
 - Nehru
 - M.K. Gandhi
 - Ambedkar
 - Abdul Kalam
- The heart of TQM implementation process is _____.
 - Quality statements
 - Quality planning
 - Quality council
 - Quality conscious
- An organized search for best practices and ideas in quality management are called as _____.
 - Quality costs
 - Quality principles
 - Quality aids
 - Bench marking
- ISO stands for _____.
 - International Standard Organization
 - Indian Standard Organization
 - Institute of Standard Organization
 - None of these

Fill in the blanks:

6. In the year _____ quality circle concept was evolved.
7. The goal directed behaviour of the person is called as _____.
8. The book 'Out of the Crisis' was published by _____.
9. A correlation matrix which includes customer requirements and competitive assessment is called as _____.
10. The first series of quality standards were introduced in the year _____.

State True or False:

11. The ability of a producer or service to satisfy the stated or implied needs is quality.
12. When customer has low expectations and the product performance is also low.
13. Quality council is the heart of TQM implementation process.
14. The benchmarking process is used to judge the current performance of the company.
15. The term ISO has originated from English word.

Answer in one or two sentences:

16. What is quality?
17. What is customer satisfaction?
18. Define vision statement.
19. State any one of the benefits of QFD.
20. What is quality system?

SECTION – B

Answer all the questions:

5 x 7 = 35

21. a. Give a brief account on TQM.

OR

- b. Explain TQM implementation process.
22. a. Write a short note on customer satisfaction model.

OR

- b. Briefly explain customer retention.
23. a. Explain in short the role of management in quality enhancement.

OR

- b. What do you understand by quality council?
24. a. Explain the need for benchmarking.

OR

- b. Give a brief account on QFD.
25. a. Explain the need for ISO 9000.

OR

- b. Write a short note on QMS implementation.

SECTION – C

Answer any THREE questions:

3 x 15 = 45

- 26. Analyse the techniques of quality costs.
- 27. Explain the principles of TQM.
- 28. Describe Deming 14 principles of quality.
- 29. Give a detailed account on TPM.
- 30. Do you believe after invasion of foreign trade, quality of the Indian products are improved? Discuss.
