



AKSHEYAA COLLEGE OF ENGINEERING

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(An ISO 9001:2008 Certified Institution)



Subject code/ Name: GE6757 : Total Quality Management **Semester /Year : VIII/VI Year**

Unit Wise Expected Important Question for University Examination (Regulation 2013)

UNIT I - Introduction

Part-A

1. How can quality can be quantified? [Nov/Dec'11]
2. What are the benefits of TQM? [Nov/Dec'11]
3. List the various factors which constitute the framework of TQM. [May/June'12]
4. Define the tools required to implement kaizen in a manufacturing system. [May/June'12]
5. List out the six basic concept of TQM.[Nov/Dec '12] [Nov/Dec '13]
6. What are the four absolutes of quality observed by Crosby? [Nov/ Dec'13] [Nov/Dec'13]
7. What are the elements of TQM? [May/June'13]
8. What do you mean by service quality ? [May/June'13]
9. What are the dimensions of service quality? [Nov/Dec'13]
10. Why is quality required in products and services today ? [May/June '14]
11. How is quality defined? [May/June'14]

Part - B

1. Discuss the Deming's philosophy for TQM [Nov /Dec '11 ,May /June '12 , Nov/ Dec '12 , Nov/Dec '13,Nov/Dec '14, May/June '15]
2. Describe the barriers in the implementation of TQM [Nov/Dec'11 ,Nov/Dec '12, Nov/Dec'13]

3. Explain the various dimensions of quality [Nov/Dec'11 ,Nov /Dec'12 , May /June '13, May /June '14]
4. Discuss Juran's principles of quality improvement [May /June '12, May '13, May '14]

UNIT II - TQM Principles

Part-A

1. What are the important habits of quality leader? [Nov/Dec'11]
2. Name few barriers to Teams' Progress. [Nov/Dec'11]
3. How are the customer needs and requirements documented? [May/June '12]
4. What are the benefits of 5S? [May/June '12]
5. State the importance of customer retention. [Nov/Dec '12]
6. What is kaizen? [Nov/Dec '12]
7. List out the characteristics of successful quality leaders. [May/June '13]
8. List out the four benefits of employee empowerment. [May/June '13]
9. What are the different types of quality statement.[Nov/Dec'13]
10. What is 5S? [Nov/Dec'13]
11. Write an example for quality statement [May/June'14]
12. What is the relationship between competition and customer focus? [May/June '14]

Part - B

1. Explain PDCA Cycle [Nov /Dec'13,May /June '13]
2. What is a team? Describe the characteristics of a successful team [Nov /Dec'12, May /June '13,Nov /Dec'13, May /June '14,Nov /Dec'14]
3. Explain the different approaches towards continuous process improvement [Nov /Dec'11, May /June '14]
4. How Kaizen is practiced in workplace? Give an example. [Nov/Dec'14] [May/June '14]
5. Brief note on Employee Empowerment. [Nov/Dec '12 , Nov/Dec '14]

UNIT III - TQM Tools & Techniques - I

Part-A

1. What are the benefits of Benchmarking? [Nov/Dec'11] [Nov/Dec '12]
2. Name some new management tools. [Nov/Dec'11]
3. What are the problems involved in benchmarking a direct competitor? [May/June'12]
4. What are the benefits of TPM? [May/June'12]
5. Describe the evolution of six sigma in Motorola company.[Nov/Dec '12]
6. What are the types of check sheets commonly used ? [May/June'12]
7. What is Benchmarking? Give an example. [May/June'12]
8. What are the factors that distinguish six sigma concepts from traditional quality management concepts?[Nov/Dec'13]
9. What is meant by failure mode and effect analysis? [Nov/Dec'13]
10. What are the reasons for benchmarking? [May/June 2014]
11. Why is brain storming considered as an effective tool? [May/ June'14]

Part - B

1. Explain benchmarking process[Nov /Dec'11, May/June'12, Nov/Dec'12, May/June'13, Nov/Dec'13, May /June '14, Nov/Dec'14]
2. With example, explain six sigma concept[Nov /Dec'11, May /June '12, May /June '13, May /June '14, Nov/Dec'14, May /June '15]
3. Explain new seven tools of quality management [Nov/Dec'12,May/June '13,Nov/Dec'13]
4. Discuss the various stages of FMEA. [May/June' 13] [May/June'13]

UNIT IV - TQM Tools & Techniques – II

Part-A

1. How can QFD be deployed? [Nov/Dec'11]
2. What is the formula for measuring equipment effectiveness? [Nov/Dec'11]
3. What is meant by “house of quality”? [May/June'12]
4. What does “DMAIC” convey in six sigma? [May/June'12]
5. What is Taguchi’s quality loss function? [Nov/Dec'12]

6. Draw the general structure of House of Quality. [Nov/Dec'12]
7. What are the functions of quality circles? [May/June'13] [Nov/Dec '13]
8. List the objectives of TPM programme. [May/June'13]
9. Define TPM. [Nov/Dec '13]
10. What are the big losses avoided by TPM? [May/June '14]
11. Who constitute a quality circle? [May/June'14]

Part – B

1. Explain the seven step plan to establish the TPM in an organization in detail [Nov/Dec'11, May/June'15]
2. Explain the concept of Taguchi's Quality loss function in detail. Give an example [Nov/Dec'11, May/June'13,Nov/Dec'14]
3. Explain the different types of cost contributing to the cost of quality [May/June'12, May/June'13, Nov/Dec'13,May/June'14]
4. Discuss in detail how the voice of customer is transformed into technical and functional requirements by QFD [May/June'12,Nov/Dec'12,Nov/Dec'13May'June'15]
5. How is house of quality constructed? Explain with an example [May/June'13 , May/June'14, May/June'15]
6. Write a note on performance measures of TQM [Nov/Dec'12,Nov/Dec '13,Nov'14]

UNIT V - Quality Systems

Part-A

1. What are the general requirements of quality management system? [Nov/Dec'11]
2. Draw the documentation pyramid. [Nov/Dec'11]
3. Define the term “quality loss function”. [May/June'12]
4. List down the main elements of ISO -14000. [May/June'12]
5. List out the global benefits of adopting ISO 9000 quality system. [Nov/Dec'12]
6. Differentiate between ISO 9000 and QS 9000. [Nov/Dec'12]
7. What are the organization standards and product standards? [May/June'13]
8. What is the concept of environmental management system? [May/June'13]
9. What are the benefits of ISO 9000 certification? [Nov/Dec'13]
10. What is internal and external quality audit? [Nov/Dec'13]

11. What are the objectives of ISO 9000? [May/June'14]
12. Why is a quality system required? [May/June '13]

Part - B

1. Discuss various elements of ISO 9000:2000 quality system [Nov/Dec'12, Nov/Dec'13, Nov/Dec'14]
2. Discuss the benefits of ISO 9000 certification [May/June'13, May/June'15]
3. Discuss the benefits of ISO 14000 certification [Nov,Dec'13, Nov/Dec'14]
4. What is QS 9000? State its significance [Nov/Dec'13]
5. Explain the major clauses of QS 9000 standard [May/June'13]
6. Explain QMS auditing. [Nov/Dec'11 ,May/June'12, May/June '15]

ACCEPTED