Reg No.:_____ Name:_____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

B.Tech Degree S8 (R,S)(FT/PT) Examinations April 2026 (2019 Scheme)

Course Code: MET414
Course Name: QUALITY MANAGEMENT

Duration: 3 Hours

Max. Marks: 100

PART A

Answer all questions, each carries 3 marks. Marks

1		What are the axioms of TQM.	(3)
2		Distinguish between quality control & quality assurance.	(3)
3		What are the benefits of Quality Function Deployment.	(3)
4		What is the importance of Kaizen?	(3)
5		What are the requirements of change management?	(3)
6		What are the Human Dimensions of TQM?	(3)
7		Explain Scatter diagram.	(3)
8		Describe the procedure to be followed in a brain storming meeting.	(3)
9		Enumerate the benefits of ISO certification.	(3)
10		What are the benefits of quality auditing?	(3)

PART B

Answer any one full question from each module, each carries 14 marks.

Module I

11	a)	Describe Crosby's 14 steps of quality improvement.	(7)
	b)	Explain the barriers to TQM.	(7)

OR

12	a)	Compare the approaches of Juran and Deming in quality management.	(7)
	b)	Explain about Quality Management System.	(7)

Module II

13	a)	Explain the concept and objectives of '5S'.	(7)
	b)	Describe the components of quality cost.	(7)

OR

14	a)	With an example, explain the concept of QFD.	(7)

b) Explain the importance of customer satisfaction and six sigma in quality management. (7)

Module III

15 a) What is employee empowerment? Explain the importance of employee empowerment in TQM. (7)

b) Explain the importance of leadership in TQM. (7)

OR

16 a) What are self-managing teams? What are the benefits & problems associated with them? Indicate the key steps to be followed to implement them in organization. (7)

b) What is the role of motivation of top management in managing a team? Explain. (7)

Module IV

17 a) With the aid of an example, describe the principles of cause and effect diagram. (7)

b) Explain about different types of Control charts for improving process capability. (7)

OR

18 a) Explain the application of FMEA with a case study. (7)

b) Describe the basic pillars of Total Productive Maintenance. (7)

Module V

19 a) Describe the steps to be followed for conducting a quality audit. (7)

b) Describe the types of quality auditing. What are its benefits? (7)

OR

20 a) Enumerate the steps to be followed by a manufacturing organization to obtain ISO 9001 certification. (7)

b) Explain about ISO 14000 family of standards. (7)

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