

THE KAVERY ENGINEERING COLLEGE*(An Autonomous Institution)***B.E/B.TECH DEGREE END SEMESTER THEORY EXAMINATIONS, APRIL /MAY 2025***Seventh Semester**Civil Engineering***GE3752- Total Quality Management****(Common to Agricultural Engineering)****Regulations – 2021****Duration : 3 Hrs****Maximum Marks: 100****PART – A (ANSWER ALL QUESTIONS) (Marks 10*2=20)**

Q.No	Questions	BLT	CO	Marks
1.	What are the barriers to implement TQM?	L1	1	2
2.	Define Quality.	L1	1	2
3.	Define Reward & Recognition.	L1	2	2
4.	Classify the types of supplier rating.	L3	2	2
5.	What are the primary objectives of six sigma.	L1	3	2
6.	What are the different ways of benchmarking?	L1	3	2
7.	Define QFD.	L1	4	2
8.	What is Quality Circle?	L1	4	2
9.	Name any two generic ISO standards. Why it is called generic standard?	L1	5	2
10.	What are the important requirements of QS9000?	L1	5	2

PART – B (ANSWER ALL QUESTIONS) (Marks 5*16 = 80)

Q.No	Questions	BLT	CO	Marks
11.	a Summarize the need, evolution and dimensions of Product and service quality.	L2	1	16
	Or			
	b Explain in detail about the gurus and benefits of TQM	L2	1	16
12.	a What is PDCA cycle? Illustrate PDCA cycle as an effective tool for continuous improvement with an example.	L1	2	16
	Or			
	b i What are the five levels in Maslow's hierarchy of needs? Describe each level and how it motivates employee.	L5	2	8
	ii What is 5S? How it will be useful in continuous improvement?	L2	2	8
13.	a i Explain in detail the six sigma concepts of process capability.	L4	3	8

ii		Illustrate the methodologies adopted in six sigma practices.	L6	3	8
Or					
	b	Explain the three main types of benchmarking. In what circumstances would each type be more appropriate?	L3	3	16
14.	a	Explain the objective and benefits of QFD.	L2	4	16
Or					
	b	Summarize the Pillars of TPM? Discuss them in detail. How are they implemented?	L4	4	16
15.	a	What are the types of auditing under ISO 9000-2000 quality system? Discuss their purpose in detail.	L2	5	16
Or					
	b	What is environmental management system? Discuss the requirements of ISO14001.	L5	5	16