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Question Paper Code : 90276

B.E./B.Tech. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2019

Fifth Semester

Medical Electronics

GE 8077 – TOTAL QUALITY MANAGEMENT

(Common to Biomedical Engineering/Electronics and Communication Engineering
and Telecommunication Engineering)

(Regulations 2017)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions

PART – A

(10×2=20 Marks)

1. Why quality is needed in business organizations ?
2. What is quality planning ?
3. Define Kaizen.
4. Why strategic planning is important in TQM ?
5. When do we use check sheet ?
6. How empowerment improves organizational performance ?
7. List the four major categories of cost associated with quality management.
8. Define quality circle.
9. Why organizations require quality management system ?
10. How does environmental management system benefits organizations ?

PART – B

(5×13=65 Marks)

11. a) How Deming's 'Theory of variance' and 'seven deadly diseases and sins' helps organizations to improve business ? Discuss.

(OR)

- b) Why customer satisfaction is important for any business and how it can be achieved ? Explain.



12. a) Discuss how motivational theories can be applied to total quality management.

(OR)

b) Explain the steps involved in continuous improvement approach.

13. a) How six-sigma approach can be applied in service organizations ? Explain.

(OR)

b) Discuss the reasons for Benchmarking by stating their advantages and limitations.

14. a) Explain the use of four houses of quality in the QFD process.

(OR)

b) Explain the different types and steps involved in FMEA.

15. a) Describe the steps involved in implementing ISO 9001 quality management system in any organizations.

(OR)

b) Elucidate the requirements of ISO 14001 Environmental management system.

PART - C

(1×15=15 Marks)

16. a) Discuss the various quality dimensions of a product and service you have availed recently. Give suggestions to improve their quality further.

(OR)

b) "Recognition and rewards play an essential role in inspiring people on quality management" – Do you agree or not ? Justify.