

UNIT I INTRODUCTION**PART-A**

1. Define Quality.
2. What are the dimensions of quality?
3. Write the equation that would quantify quality.
4. What are the essential steps of quality planning?
5. Write down the Juan's quality planning.
6. What is the cost of quality?
7. List out the different quality costs.
8. Distinguish between appraisal and failure costs.
9. What are prevention costs?
10. What is hidden cost?
11. Write down the objectives of quality cost evaluation.
12. Define TQM & TQM frame.
13. Write down the basic concepts of TQM.
14. What are the popular awards for quality?
15. List out the Indian companies which won Deming award.
16. Who are qualities Gurus?
17. Define leadership. What are the principles of leadership?
18. What is quality council?
19. What are the duties of quality council?
20. What is quality statement? Give example for each.

PART-B

1. Write down the dimensions of quality and service quality with example.
2. Explain Deming's 14 points for improving quality, productivity and competitiveness.
3. What is the consumer perception on quality? Explain quality planning?
4. Explain the cost of quality in detail.
5. Discuss about the basic concepts and principles of TQM?
6. Explain TQM and Juran's ten steps to quality improvement.
7. What are the barriers for TQM implementation?
8. What is the role of senior management?
9. Describe the steps involved in strategic planning.
10. Enumerate the duties of quality council.

UNIT – II TQM PRINCIPLES

PART-A

1. Draw a TQM framework.
2. Why are customer complaints important?
3. What is customer satisfaction?
4. Distinguish between Internal and External customers?
5. List out the customer prescription of quality
6. Why is customer retention important?
7. What is meant by motivation?
8. Write down the need for empowerment? What are the benefits?
9. Why is teamwork required?
10. What is the role of team leader?
11. What is the role facilitator?
12. Distinguish between Kaizen and Kairyo.
13. Write about recognition and reward.
14. Why is performance appraisal conducted?
15. Write about management involvement.
16. Write about employee involvement.
17. What is performance measure?
18. What is Juran's Trilogy?
19. What is PDSA cycle?
20. Write about 5S

PART-B

1. Explain the Customer satisfaction and Customer complaints in detail.
2. Explain Service quality and Customer retention in detail.
3. Describe employee involvement and empowerment.
4. Why "performance appraisal" and "recognition and reward" are needed?
5. What are the various teams? Explain.
6. Explain the role and responsibility of tem leader and facilitator.
7. Explain Juran's Trilogy.
8. Explain: i. 5S concept ii. Kaizen iii. Supplier selection iv. Relationship development
9. Describe the performance measure in detail.
10. Describe the Maslow's need hierarchy theory and Herzberg's two factor theory for motivation.

UNIT III TQM TOOLS & TECHNIQUES I

PART-A

1. List out the Seven Tools of quality.
2. What is Pareto diagram?
3. Draw a Cause and Effect diagram.
4. Draw the sample diagrams for the following: i. Graph ii. Histogram iii. Scatter diagram iv. Check sheet
5. Define: Mean, Median and Mode.

6. Define: Range and Standard deviation.
7. What are the measures of central tendency and dispersion?
8. What do you mean by population and sample?
9. What is control chart?
10. What is called control chart for variables?
11. What is called control chart for attributes?
12. Distinguish between defect and defective?
13. Write down Control limits for i. P chart ii. np chart iii.c chart & iv.u chart
14. Define Benchmarking.
15. What is FMEA?
16. Define process capability
17. What is process capability index?
18. Write down the steps for calculating the process capability index
19. What is six sigma?
20. What are the new seven management tools of quality?

PART-B

1. Explain the seven tools of quality
2. How the pareto analysis done? explain with example
3. How is cause and effect diagram constructed? Discuss in detail with a case study.
4. Discuss the properties of normal curve. And what are the measures of central tendency and dispersion?
5. Describe the control charts for variable and attributes.
6. Describe the control charts for defects or non-conformities
7. Describe the process capability analysis concept of six – sigma.
8. Discuss about the new seven management tools of quality.
9. Draw the general structure of house of quality and indicate the constituents.
10. Explain Benchmarking with example.

UNIT – IV TQM TOOLS & TECHNIQUES II

PART-A

1. What is a QFD?
2. What are the benefits of QFD?
3. What are the steps required to construct an affinity diagram?
4. What are the goals of TPM?
5. Give the seven basic steps to get an organization started toward TPM?
6. What are the major loss areas?
7. Define TPM?
8. Define quality cost.
9. List the categories of quality costs.
10. What is meant by cost of prevention?
11. List the elements of cost of prevention
12. What is cost appraisal?
13. What are the costs of appraisal?
14. What is meant by cost of internal failures?
15. List the components cost of internal failures.

16. What is meant by cost of external failures?
17. Give the sub-elements of Preventive cost category?
18. Give the sub-elements of Appraisal cost category?
19. Give the sub-elements of internal failure cost category?
20. Give the sub-elements of External failure cost category?

PART – B

1. Explain QFD with a suitable example. What are its advantages and Limitations?
2. Explain the concept of Taguchi's quality loss function in detail. Give an example.
3. Explain quality costs. What are the barriers for implementing TQM in an industry?
4. What are the six major loss areas need to be measured for implementing TPM?
5. Explain TPM in detail.
6. Discuss the QFD process with new chart and flow diagram.
7. Explain the seven step plan to establish the TPM in an organization in detail.
8. Explain House of Quality in detail with neat diagram.
9. Explain performance measure in detail.
10. Explain HOQ with suitable example.

UNIT V QUALITY SYSTEMS

PART-A

1. Give the ISO 9000 Series of Standards?
2. What is the need for ISO 9000?
3. Give some other quality systems?
4. Enumerate the steps necessary to implement the Quality Management System?
5. What are the three sections of QS-9000?
6. Give the objectives of the internal audit?
7. What are the requirements of ISO 14001?
8. What are the benefits of ISO 14000?
9. What are the four elements for the checking & corrective action of ISO14001?
10. What are the seven elements for the implementation & operations of ISO14001?
11. What are the four elements for the planning of ISO 14001?
12. Give the types of Organizational Evaluation Standards?
13. Give the types of Product Evaluation Standards?
14. Define Quality Audits?
15. Give the usage of an effective recognition and reward system?
16. What are the typical measurements frequently asked by managers and teams?
17. Explain the ISO/QS 9000 elements?
18. What are the benefits of ISO?
19. Give the ISO 9001 requirements?
20. What are the methods of actual audit?

PART-B

1. Explain the steps to be followed in implementing quality system ISO 9001:2000
2. What are the requirements of ISO 14000? Explain them briefly.
3. Define quality system and explain the evaluation of ISO 9000.

4. Explain ISO 14000 with an Industrial application.
5. Explain the steps followed to get ISO 9000 certification for an educational institute.
6. What are the elements of ISO 9000:2000 quality system?
7. Explain in detail about the quality auditing with its different types.
8. Discuss in briefly about the documentation of quality system.
9. Discuss TQM implementation in manufacturing and service sectors including IT.
10. Explain the benefits of EMS. And discuss quality auditing in detail.