



# KINGS

COLLEGE OF ENGINEERING

## DEPARTMENT OF ELECTRONICS AND COMMUNICATION ENGINEERING

### QUESTION BANK

SUB.NAME: TOTAL QUALITY MANAGEMENT  
YEAR/SEM: IV/VIII

SUB CODE : MG1301

### UNIT-I INTRODUCTION PART – A (2 MARKS)

1. Define Total Quality
2. Define Quality
3. What are the Dimensions of Quality?
4. Give the Basic Concepts of TQM
5. Give the Principles of TQM
6. Give the Obstacles associated with TQM Implementation
7. Give the Analysis Techniques for Quality Costs
8. Define Quality Costs
9. Give the primary categories of Quality cost
10. Give the typical cost bases
11. How will you determine the optimum cost?
12. State the Quality Improvement Strategy
13. Define Quality Planning
14. Give the Objectives of TQM
15. What is needed for a leader to be effective?
16. What is the important role of senior management
17. What are the general duties of a quality council?
18. What does a typical meeting agenda contain after establishing the TQM?
19. What are the various quality statements?
20. Give the basic steps to strategic quality planning
21. What is a quality policy?

### PART – B

1. What is quality cost? Explain the techniques used for Quality cost? (16)
2. Explain the principles of TQM (16)
3. Explain Deming Philosophy (16)
4. Explain the barriers to TQM implementation (16)
5. Explain the concepts of Leadership (16)

**UNIT- II**  
**TQM PRINCIPLES**  
**PART – A (2 MARKS)**

1. What is a mission statement?
2. What is a vision statement?
3. What are the important factors that influenced purchases?
4. Give the need for a feedback in an organization
5. List the tools used for feedback
6. What are the activities to be done using customer complaints?
7. What are the elements of customer service?
8. Define Customer Retention
9. Define Employee Involvement
10. State Maslow's Hierarchy of Needs?
11. State Frederick Herzberg's Two-factor theory
12. What does an employee want?
13. What are the concepts to achieve a motivated work force?
14. Define Empowerment
15. What are the three conditions necessary to create the empowered environment?
16. What are the types of teams?
17. What are the characteristics of successful teams?
18. What are the decision-making methods?
19. What are the stages of team development?
20. Give some common team problems
21. What are the common barriers to team progress?
22. Give the steps involved in training process
23. Define Recognition and Reward
24. What are the types of appraisal formats?
25. What are the benefits of employee involvement?
26. What are the basic ways for a continuous process improvement?
27. What are the three components of the Juran Trilogy?
28. What are the steps in the PDSA cycle?
29. What are the phases of a Continuous Process Improvement Cycle?
30. Define 5S
31. What is a Kaizen?
32. What are the three key elements to a partnering relationship?
33. What are the three types of sourcing?
34. What are the ten conditions for the selection and evaluation of suppliers?
35. What are the characteristics used to measure the performance of a particular process?
36. Give the six basic techniques for presenting performance measures
37. Give the usage of an effective recognition and reward system
38. How will you improve the performance appraisal system?
39. What are the typical measurements frequently asked by managers and teams?

**PART – B**

1. Explain Juran trilogy for Continuous Process Improvement (16)
2. Explain the PDSA cycle (16)

3. Explain Kaizen principle (16)
4. Explain how the employee will be involved in doing a process (16)

**UNIT- III**  
**STATISTICS PROCESS CONTROL**  
**PART – A (2 MARKS)**

1. Define Statistics
2. What is a measure of central tendency?
3. What is Measures of dispersion?
4. What is a normal curve?
5. What is the use of the control chart?
6. Give the objectives of the attribute charts
7. Define Six Sigma Problem Solving Method
8. What are the new seven management tools?
9. Give the seven tools of quality
10. Give the usage of C&E diagrams
11. Define Six Sigma
12. What are the various histogram shapes?
13. Differentiate Population & Sample
14. Give the sources of variation
15. Define Run chart
16. Define Control chart
17. What are the various patterns of scatter diagrams?
18. What is the procedure for constructing the tree diagram?
19. Give at least five standard formats of matrix diagram
20. What are the benefits of an activity network diagram?

**PART – B**

1. Explain the QC or SPC tools (16)
2. Explain the Seven Management Tools (16)
3. Plot the control chart for variables and attributes (16)
4. Explain the concepts of Six Sigma (16)

**UNIT- IV**  
**TQM TOOLS**  
**PART – A (2 MARKS)**

1. Define Benchmarking
2. Enumerate the steps to benchmark
3. What are the types of benchmarking?
4. What is a QFD?

5. What are the benefits of QFD?
6. What are the steps required to construct an affinity diagram?
7. What are the parts of house of quality?
8. How will you build a house of quality?
9. Define FMEA
10. What are the stages of FMEA?
11. What are the goals of TPM?
12. Give the seven basic steps to get an organization started toward TPM
13. What are the major loss areas?
14. What are the generic steps for the development and execution of action plans in benchmarking?
15. What are the phases of QFD process?
16. What are the several types of FMEA?
17. Define TPM

### **PART – B**

1. Explain the Bench marking Process and reasons to Benchmark (16)
2. Explain the QFD process (16)
3. Explain the House of Quality in Quality Function Deployment (16)
4. What is FMEA? Explain the stages of FMEA (16)

### **UNIT- V**

#### **QUALITY SYSTEMS** **PART – A (2 MARKS)**

1. Give the ISO 9000 Series of Standards
2. What is the need for ISO 9000?
3. Give some other quality systems
4. Give the objectives of the internal audit
5. What are the requirements of ISO 14001?
6. What are the benefits of ISO 14000?
7. What are the four elements for the checking & corrective action of ISO 14001?
8. What are the seven elements for the implementation & operations of ISO 14001?
9. What are the four elements for the planning of ISO 14001?
10. Give the types of Organizational Evaluation Standards.
11. Give the types of Product Evaluation Standards
12. Define Quality Audits
13. Analyze TQM
14. What are the benefits of ISO?
15. Give the ISO 9001 requirements.
16. What are the methods of actual audit?

**PART – B**

1. Explain the elements of ISO 9000:2000 (16)
2. Explain the implementation and documentation of Quality System (16)
3. Explain the requirements of ISO 14000 (16)
4. Explain the Benefits of ISO 14000 (16)
5. Discuss about ISO 9000:2000 Quality Systems (16)
6. Why is ISO 9000 important? Explain briefly. (16)

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