

QUESTION BANK

CC 7008 QUALITY MANAGEMENT TECHNIQUES

ME- CAD/CAM -III SEMESTER

UNIT-1 INTRODUCTION

PART-A

1. Define Total Quality?
2. Define Quality?
3. What are the Dimensions of Quality?
4. Give the Basic Concepts of TQM?
5. List the Principles of TQM?
6. Give the Objectives of TQM?
7. What is a quality policy?
8. What is the need for TQM?
9. List out the steps in the evolution of quality.
10. List any two contributions by Deming.
11. List any two contributions by Juran.
12. List any two contributions by Crosby
13. List any two contributions by Ishikawa.
14. List any four models of TQM.
15. What is functionality?
16. What is reliability?
17. What is Usability?
18. What is service quality?
19. What is quality assurance?
20. What is quality control?

PART-B

1. Explain the contributions of Deming to TQM.
2. Explain the contributions of Juran to TQM.
3. Explain the contributions of Crosby to TQM.
4. Explain the contributions of Ishikawa to TQM.
5. Explain the needs for TQM.
6. Explain the various steps involved in the evolution of quality.
7. Explain the dimensions of Quality.
8. Explain the principles of TQM.
9. Explain quality assurance.
10. Explain any two TQM models.

UNIT-2 PLANNING

PART-A

1. Give the Analysis Techniques for Quality Costs?
2. Define Quality Costs?
3. Give the primary categories of Quality cost?
4. Give the typical cost bases?
5. How will you determine the optimum cost?
6. State the Quality Improvement Strategy?
7. Define Quality Planning?
8. What is the important role of senior management?
9. What are the general duties of a quality council?
10. What does a typical meeting agenda contain after establishing the TQM?
11. What are the various quality statements?
12. Give the basic steps to strategic quality planning?
13. What is a quality policy?
14. What is a mission statement?
15. What is a vision statement?
16. What is a QFD?
17. What are the benefits of QFD?
18. What are the phases of QFD process?
19. What is BPR?
20. What is quality policy deployment?

PART-B

1. What is quality cost? Explain the techniques used for analysing Quality cost?
2. Explain the QFD process?
3. Explain the House of Quality in Quality Function Deployment?
4. Explain various quality costs.
5. Explain BPR.
6. Explain quality policy and objectives.
7. Explain quality policy deployment.
8. Explain various quality statements with examples.
9. Explain quality planning.
10. Explain quality organization.

UNIT-3 TQM PRINCIPLES

PART-A

1. What is needed for a leader to be effective?
2. What is the important role of senior management?
3. Give the need for a feedback in an organization?
4. List the tools used for feedback?
5. What are the activities to be done using customer complaints?
6. What are the elements of customer service?
7. Define Customer Retention?
8. Define Employee Involvement?
9. What are the benefits of employee involvement?
10. What are the concepts to achieve a motivated work force?
11. Define Empowerment
12. What are the three conditions necessary to create the empowered environment?
13. What are the types of teams?
14. What are the characteristics of successful teams?
15. What are the stages of team development?
16. Give some common team problems?
17. What are the common barriers to team progress?
18. Give the steps involved in training process?
19. Define Recognition and Reward?
20. List out any four conditions for the selection and evaluation of suppliers?

PART-B

1. Explain Jurans Trilogy
2. Explain customer focus and satisfaction.
3. Explain leadership and top management commitment.
4. Explain performance measurement methods.
5. Explain continuous process improvement.
6. Explain the methods of training.
7. Explain employee involvement, empowerment.
8. Explain team work.
9. Explain customer feedback and resolution.
10. Explain the selection of suppliers, supplier rating, and supplier involvement in quality improvement.

UNIT-4 TQM TOOLS AND TECHNIQUES

PART-A

1. What is PDSA?
2. List out the seven tools of quality.
3. List out the new seven management tools.
4. What is six sigma?
5. What is FMEA?
6. Define bench marking.
7. What is JIT?
8. Define POKA YOKE.
9. Define 5S.
10. What is Kaizen?
11. Define quality circles.
12. What is the use of the control chart?
13. Give the objectives of the attribute charts?
14. Give the usage of C&E diagrams?
15. Give the sources of variation.
16. Enumerate the steps to benchmark?
17. What are the types of benchmarking?
18. What are the stages of FMEA?
19. What are the types of FMEA.
20. Define RUN CHART.

PART-B

1. Explain PDSA?
2. Explain the seven tools of quality.
3. Explain the new seven management tools.
4. Explain six sigma concepts?
5. Explain FMEA with example?
6. Explain bench marking, types and methods.
7. Explain the concept of JIT?
8. Explain a)POKA YOKE and b) the concept of quality circles
9. Explain all 5S in detail.
10. Explain Kaizen?

UNIT-5 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. 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?
17. What is the need for OSHA 18000.
18. List out the steps involved in TQM implementation.
19. Why is ISO 9000 important?
20. What are the ISO 9000 elements?

PART-B

1. Explain the elements of ISO 9000:2000?
2. Explain the implementation and documentation of Quality System?
3. Explain the requirements of ISO 14000?
4. Explain the Benefits of ISO 14000?
5. Discuss about ISO 9000:2000 Quality Systems?
6. Why is ISO 9000 important? Explain briefly.
7. Explain OSHA 18000 and benefits.
8. Explain the various steps involved in the implementation of TQM.
9. Explain the documentation clauses of ISO 9000.
10. Explain the implementation steps involved in ISO 9000