

Reg.No.: 

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VIVEKANANDHA COLLEGE OF ENGINEERING FOR WOMEN  
[AUTONOMOUS INSTITUTION AFFILIATED TO ANNA UNIVERSITY, CHENNAI]  
Elayampalayam – 637 205, Tiruchengode, Namakkal Dt., Tamil Nadu.

**Question Paper Code: 90003**

B.E. / B.Tech. DEGREE END-SEMESTER EXAMINATIONS – NOV. / DEC. 2024

Eighth Semester

Biotechnology

U19BTE25 – TOTAL QUALITY MANAGEMENT

(Regulation 2019)

Time: Three Hours

Maximum: 100 Marks

Answer ALL the questions

Knowledge Levels (KL)	K1 – Remembering	K3 – Applying	K5 - Evaluating
	K2 – Understanding	K4 – Analyzing	K6 - Creating

PART – A

(10 x 2 = 20 Marks)

Q.No.	Questions	Marks	KL	CO
1.	What are the barriers to TQM?	2	K1	CO1
2.	List out the types of leadership.	2	K1	CO1
3.	Label the factors influencing customer satisfaction.	2	K1	CO2
4.	Define PDSA cycle.	2	K1	CO2
5.	Show the seven tools of quality	2	K2	CO3
6.	Recall the basics of six sigma.	2	K1	CO3
7.	Summarize benchmarking.	2	K2	CO4
8.	Infer the stages of FMEA.	2	K2	CO4
9.	Define quality auditing.	2	K1	CO5
10.	Outline the need for quality system.	2	K2	CO5

PART – B

(5 x 13 = 65 Marks)

Q.No.	Questions	Marks	KL	CO
11. a)	Explain the Deming's 14 principles of quality management.	13	K2	CO1
	(OR)			
b)	Summarize the barriers to TQM implementation and explain how eliminated.	13	K2	CO1
12. a)	It can be organize Maslow's theories of motivation with example.	13	K3	CO2
	(OR)			
b)	Interview the steps of the PDCA cycle.	13	K3	CO2
13. a)	Examine briefly about the concept of six sigma.	13	K4	CO3
	(OR)			
b)	Inspect the seven basic quality tools for process improvement.	13	K4	CO3
14. a)	Interpret the different types of benchmarking and evaluate its importance.	13	K5	CO4
	(OR)			
b)	Evaluate the FMEA process and assess the steps to perform a FMEA.	13	K5	CO4
15. a)	Analyze the ISO 9001:2008 Quality Management System.	13	K4	CO5
	(OR)			
b)	Inspect the team quality auditing and list the importance of quality auditing.	13	K4	CO5

PART – C

(1 x 15 = 15Marks)

Q.No.	Questions	Marks	KL	CO
16. a)	Evaluate the ways to increase customer satisfaction in food industries .	15	K5	CO1
	(OR)			
b)	Assess the FMEA-based quality improvement of packaging designs in the TFT-LCD industry and explain with a suitable example.	15	K5	CO4