



SCHOOL OF COMPUTER SCIENCE AND ENGINEERING

QUESTIONBANK

Course title: TOTAL QUALITY MANAGEMENT

Course code: ME4122OE

Regulation: NR21

Course Outcomes (CO's)

CO1: Understand the concept of quality.

CO2: To know the internal customers and benchmarking of quality.

CO3: Analyze how organization uses the quality.

CO4: Design a cost for the quality in an organization.

CO5: Identify the standards of quality.

UNIT-I

S.No	Questions	CO	BT	PO
1	What are the fundamental factors that affect quality?	CO1	L1	PO1
2	What is the difference between process control and product control?	CO1	L1	PO4
3	When is acceptance sampling useful?	CO1	L2	PO1
4	Define quality.	CO1	L1	PO3
5	How does process control enable better quality than product control?	CO1	L1	PO3
6	What is acceptance sampling? What are its advantages and disadvantages?	CO1	L1	PO4
7	What are the benefits of TQM?	CO1	L1	PO4
8	What are considered the four absolutes of quality?	CO1	L3	PO1
9	What are the underlying assumptions and guiding principles of TQM?	CO1	L1	PO1
10	Differentiate between Quality in Manufacturing sector and Service Sector. Give a brief description on Acceptance Sampling	CO1	L1	PO3

UNIT-II

S.No	Questions	BT	CO	PO
1	Define benchmarking.	CO2	L1	PO2
2	Explain the process of benchmarking.	CO2	L2	PO3
3	Who is customer? What is customer satisfaction?	CO2	L1	PO2

4	Who is an internal customer?	CO2	L1	PO5
5	What is the difference between 'competitive benchmarking' and 'functional 'Benchmarking'?	CO2	L1	PO6
6	Distinguish between 'internal customers' and 'external customers'?	CO2	L1	PO2
7	What are the operations and characteristics which should be compared during benchmarking?	CO2	L1	PO7
8	What are the most important reasons for failures of benchmarking?	CO2	L1	PO9
9	How does customer play a crucial role in TQM?	CO2	L1	PO2
10	How does marketing and sales plays crucial role in TQM?	CO2	L1	PO9

UNIT-III

S.No	Questions	BT	CO	PO
1	How to Implement TQM in an organization?	CO3	L1	PO2
2	Describe the transition from traditional to TQM approach	CO3	L2	PO3
3	Give a brief description on Quality Audit?	CO3	L1	PO2
4	What are the key reasons for the transition of traditional to TQM approach?	CO3	L1	PO5
5	What is Quality Circle? What is Pareto Principle?	CO3	L1	PO6
6	What does scatter diagram reveal?	CO3	L1	PO2
7	What is fishbone diagram? What purpose does it serve?	CO3	L1	PO7
8	Explain briefly what is meant by quality circle.	CO3	L1	PO9
9	How does Check- sheet serve as TQM tool?	CO3	L1	PO2
10	What is the role of teams in organizing for TQM?	CO3	L1	PO9
11	Briefly point out the anatomy 'Quality circles'. What is the purpose served by drawing fish-bone diagram?	CO3	L1	PO9

UNIT-IV

S.No	Questions	BT	CO	PO
1	What are the problems of measuring quality costs accurately?	CO4	L1	PO2
2	Define quality cost? What is considered optimum quality cost?	CO4	L2	PO3
3	What all costs of quality constitute external failure costs?	CO4	L1	PO2
4	Who should be presented with quality cost information? What should be the frequency of reporting?	CO4	L1	PO5
5	Give two examples of quality appraisal costs.	CO4	L1	PO6
6	Give three components of external failure costs.	CO4	L1	PO2

7	What is quality management? How do you measure Quality cost?	CO4	L1	PO7
8	What is Quality Circle? What is Appraisal cost?	CO4	L1	PO9
9	Discuss the various types of quality costs.	CO4	L1	PO2
10	What is the importance of analyzing quality cost information?	CO4	L1	PO9
11	What is the need for separate quality accounting system?			

UNIT-V

S.No	Questions	BT	CO	PO
1	Explain the benefits of ISO certification.	CO5	L1	PO2
2	What is quality policy statement?	CO5	L2	PO3
3	What are the various quality-documentation requirements for ISO 9000 certification?	CO5	L1	PO2
4	Are ISO 9000 standards, process based or product based? What is ISO 9004 standard about?	CO5	L1	PO5
5	Describe on ISO 9000?	CO5	L1	PO6
6	Describe benefits if ISO 9000 to an organization?	CO5	L1	PO2
7	What does ISO 9001:2000 signify?	CO5	L1	PO7
8	Which IS/ISO 9000 standard is meant for certification?	CO5	L1	PO9
9	What are the objectives of ISO 9000?	CO5	L1	PO2
10	Which are the four tiers of documentation in ISO 9000?	CO5	L1	PO9
11	What are the advantages of ISO 9000 standards to buyer and seller?	CO5	L1	PO6
12	What are the objectives of internal audit for ISO9000 standards?	CO5	L1	PO6

* **Blooms Taxonomy Level (BT)** (L1 – Remembering; L2 – Understanding; L3 – Applying; L4 – Analyzing; L5 – Evaluating; L6 –Creating)

Course Outcomes

(CO) Program

Outcomes (PO)

Prepared By: Anyonya P

HOD, CSE

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