



SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore – 641 107

AN AUTONOMOUS INSTITUTION



Approved by AICTE, New Delhi and Affiliated to Anna University, Chennai

B.E-Mechanical Engineering
19ME514-Total Quality Management
Regulations 2019
QUESTION BANK
PART-A

1. Show the elements of TQM.
2. List the components of Juran's trilogy.
3. Distinguish internal and external customers in an organization.
4. Define the term Strategic Quality Planning (SQP).
5. Illustrate any two industrial examples of quality statement.
6. Define the term Quality of performance.
7. List any four characteristics of empowered employees.
8. Distinguish internal and external customers in an organization.
9. Draw the Kano model of customer satisfaction.
10. State the basic requirements of customer retention.