



Department of Civil Engineering

Academic Year 2023– 2024 (Odd Semester)

Degree, Semester & Branch: V semester B.E Civil Engineering

Course Code & Title: GE3752 & Total Quality Management

Name of the Faculty member (s): Mrs.R.Kalaimani

Innovative Practice Description

Unit / Topic: Unit 4 / TQM TOOLS & TECHNIQUES II

Course Outcome: CO4

- **Topic Learning Outcome:** TLO18
- **Activity Chosen:** Four Corner Four Questions
- **Justification:**

Quality Function Deployment is a topic that involves the planning tool used to fulfill customer expectations. It is a disciplined approach to product design, engineering, and production and provides in-depth evaluation of a product. I selected four corners four questions for the above topic.

Time Allotted for the Activity: 10 minutes

- **Details of the Implementation:**

- The Four Corner Four Questions is a widely used classroom assessment technique, typically taking about 10 minutes for listening and writing at the end of the class.
- I asked all students to listen the Four Corner Four Questions and made them to write the answers for the questions within 10 minutes.

- **CO – PO / PSO mapping:**

CO	PO1	PO2	PO3	PO6
CO5	2	2	1	1

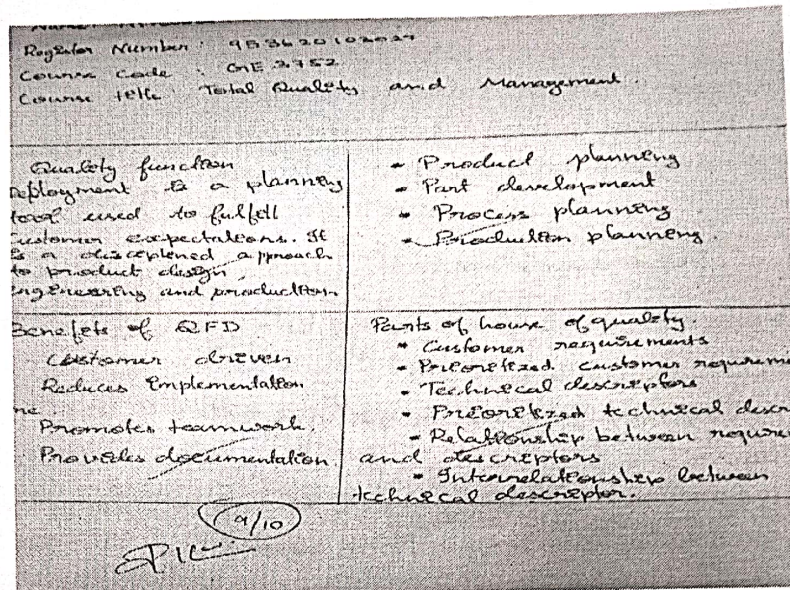
(1 – Low 2 – Moderate 3 – High)

- **PO / PSO mapped:**

Innovative practice	PO1	PO2	PO3	PO6
Justification for correlation	Learning about QFD and its role in translating customer requirements into engineering specifications	Identifying and solving maintenance – related problems to improve productivity	Using QFD to design products that meet customer needs and expectations	Ensuring safe and reliable equipment operation, contributing to societal well being



• Images / Screenshot of the practice:



• Reflective Critique:

❖ **Feedback of practice from students and other stakeholders:**

The students felt easy to remember and understand the concepts in the given topic which will make them to attend 2 marks questions under this topic in Internal Assessment Test.

❖ **Benefit of the practice:** (E.g.: Outcome attainment would have increased due to innovative practice over conventional practice)

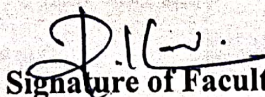
- i. Four Corner Four Questions activities are an effective way of involving all students in class simultaneously.
- ii. It prompts students to reflect on the day's lesson and provides the instructor with useful feedback.

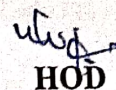
❖ **Challenges faced in implementation:**

Initially, I have planned the activity for 10 minutes but students have taken 15 minutes to solve the problem.

References:

1. Noel De Nevers, "Air pollution control Engineering", McGraw Hill International Edition, McGraw Hill Inc, New Delhi, 2000.
2. Air Pollution act, India, 1987


Signature of Faculty Member


HOD