

CBCS Scheme

15ME664

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Sixth Semester B.E. Degree Examination, June/July 2018

Total Quality Management (Model QP)

Time: 3 hrs

Max marks: 80

Note: Answer any FIVE full questions, choosing one full question from each module

Module-1		
1	a.	Define quality. Write a note on TQM gurus. (08 Marks)
	b.	What is QMS? Explain different series of standards of ISO 9000. (08 Marks)
OR		
2	a.	What are the obstacles in TQM implementation? (08 Marks)
	b.	What are the necessary steps to implement the ISO standards successfully? (08 Marks)
Module-2		
3	a.	Define leadership. What are the characteristics of quality leader? (08 Marks)
	b.	Define ethics. What are the root causes of unethical behaviour. (08 Marks)
OR		
4	a.	Explain Deming's view on leadership through his fourteen points. (16 Marks)
Module-3		
5	a	Explain different methods of collecting voice of customers. (08 Marks)
	b.	What is customer satisfaction? What are the perceptions of customer about quality? (08 Marks)
OR		
6	a	What is service quality? Explain its dimensions (08 Marks)
	b	Explain advantages and drawbacks of performance appraisal. (08 Marks)
Module-4		
7	a	Explain Juran trilogy. (08 Marks)
	b	What is statistical process control? Explain Pareto diagram. (08 Marks)
OR		
8	a	Explain Histogram with example. (08 Marks)
	b	What are control charts? Explain the procedure for preparing control charts for attributes. (08 Marks)
Module-5		
9	a	Define Benchmarking. Explain Benchmarking with block diagram. (08 Marks)
	b	Explain QFD with example. (08 Marks)
OR		
10	a	Define FMEA. Explain design FMEA documentation in detail. (16 Marks)