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Model Question Paper 2022-23 (CBCS Scheme)
Sixth Semester B.E. Degree Examination (Mechanical Engineering)

TOTAL QUALITY MANAGEMENT

TIME: 03 Hours

Max. Marks: 100

Note: 01. Answer any **FIVE** full questions, choosing at least **ONE** question from each **MODULE**.
 02. M: Marks, L: Blooms Level, C: Course outcomes

Q. No.		Module - I	M	L	C
1	a	Define TQM. Explain its basic approach and key gurus.	10	L2	CO1
	b	Discuss the benefits and obstacles in implementing TQM.	10	L3	CO1
OR					
2	a	Explain the structure of a Quality Management System (QMS) and its benefits.	10	L2	CO1
	b	Describe ISO 9001:2015 standard and its key requirements.	10	L3	CO1
Module – II					
3	a	Define leadership in the context of TQM. What are the characteristics of a quality leader?	10	L2	CO2
	b	Discuss the role of TQM leaders in communication and strategic planning.	10	L3	CO2
OR					
4	a	Explain the core values and framework of leadership in TQM implementation.	10	L2	CO2
	b	Describe the Deming philosophy and its significance in quality leadership.	10	L3	CO2
Module – III					
5	a	Explain the role of service quality and customer retention with examples.	10	L2	CO3
	b	How is customer feedback collected and used?	10	L3	CO3
OR					
6	a	Explain gain sharing and performance appraisal.	10	L2	CO3
	b	Describe how employee involvement contributes to TQM.	10	L3	CO3
Module – IV					
7	a	Explain the PDCA cycle.	10	L2	CO4
	b	Compare Six Sigma and Kaizen approaches in process improvement.	10	L3	CO4
OR					
8	a	Explain the steps to identify and manage out-of-control processes.	10	L2	CO4
	b	Describe various statistical tools used in SPC.	10	L3	CO4
Module – V					
9	a	What is TPM? Describe its pillars including 5S and Planned Maintenance.	10	L2	CO5
	b	Discuss the steps to implement TPM in an organization.	10	L3	CO5
OR					
10	a	Discuss Benefits and Challenges of QbD.	10	L2	CO5
	b	Outline ISO 14001 requirements.	10	L3	CO5