

# CBCS SCHEME

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18AU752

**Seventh Semester B.E. Degree Examination, Dec.2023/Jan.2024**

## **Total Quality Management**

Time: 3 hrs.

Max. Marks: 100

*Note: Answer any FIVE full questions, choosing ONE full question from each module.*

### **Module-1**

- 1 a. Define Quality. Write short notes on TQM framework. (10 Marks)  
b. Write the benefits of TQM. (10 Marks)

**OR**

- 2 a. Define Leadership. Write the characteristics of quality leaders. (10 Marks)  
b. Explain the benefits of employee involvement in quality and discuss about customer perception of quality. (10 Marks)

### **Module-2**

- 3 a. Explain problem solving methods and continuous process improvement of POSA cycle. (10 Marks)  
b. Discuss with a neat sketch about Juran's Trilogy. (10 Marks)

**OR**

- 4 a. Brief about six sigma and process of benchmarking. (10 Marks)  
b. Explain quality function deployment and its benefits. (10 Marks)

### **Module-3**

- 5 a. Explain matrix diagram and interrelationship diagram in brief. (10 Marks)  
b. Explain process decision program chart in quality management. (10 Marks)

**OR**

- 6 a. Explain nominal group techniques and why it is required in quality management. (10 Marks)  
b. Explain about prioritization matrices of quality management. (10 Marks)

### **Module-4**

- 7 a. Discuss about Human Resource Management and its scope. (10 Marks)  
b. Explain the concept of career development and training of employee brief. (10 Marks)

**OR**

- 8 a. Brief about employee safety and health. (10 Marks)  
b. Explain about performance appraisal of an employee and its process. (10 Marks)

### **Module-5**

- 9 a. Explain Histogram with example. (10 Marks)  
b. What are control charts and explain the procedure for preparing control charts for attributes. (10 Marks)

**OR**

- 10 a. Brief about Statistical fundamentals and statistical process control. (10 Marks)  
b. Explain about Pareto diagram. (10 Marks)

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.  
2. Any revealing of identification, appeal to evaluator and/or equations written eg, 42+8 = 50, will be treated as malpractice.