

# CBCS SCHEME

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18IM823

## Eighth Semester B.E. Degree Examination, June/July 2023

### 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 TQM. Briefly explain the contribution of quality Guru – Deming's towards TQM. (10 Marks)  
b. Explain Juran's Quality trilogy in TQM. (10 Marks)

OR

- 2 a. What is Kaizen and Ishikawa? Explain quality control and Feigenbaum theory of total quality control. (10 Marks)  
b. Explain quality function deployment in TQM. (10 Marks)

#### Module-2

- 3 a. Explain the evolution of quality concepts and methods in TQM. (10 Marks)  
b. Explain the development of four fitness in TQM. (10 Marks)

OR

- 4 a. Explain the four revolution in management thinking in TQM. (10 Marks)  
b. Explain the four levels of practice in TQM. (10 Marks)

#### Module-3

- 5 a. What is management by process? Explain WV model of continuous improvement in TQM. (10 Marks)  
b. Explain the steps in reactive improvement in TQM. (10 Marks)

OR

- 6 a. Explain the steps for proactive management in TQM. (10 Marks)  
b. Explain the screen management and planning tools in TQM. (10 Marks)

#### Module-4

- 7 a. Explain the principle for activating teamwork in TQM. (10 Marks)  
b. Define Hoshin management. Explain the phases in Hoshin management. (10 Marks)

OR

- 8 a. Briefly explain networking and societal diffusion in TQM. (10 Marks)  
b. Explain a TQM model for skill development. (10 Marks)

#### Module-5

- 9 a. What is Six Sigma? Explain the benefits of Six Sigma. (10 Marks)  
b. Briefly explain the mention for Six Sigma. (10 Marks)

OR

- 10 a. What is benchmarking in Six Sigma? Explain the guidelines for metrics. (10 Marks)  
b. Explain the following : i) DFSS ii) DMADV method. (10 Marks)

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