

CBCS SCHEME

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18IP643

Sixth Semester B.E. Degree Examination, July/August 2022

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. List out six basic concepts of TQM and briefly explain them. (10 Marks)
- b. List out the benefits of Implementing TQM and explain TQM framework. (10 Marks)

OR

- 2 a. Briefly describe the various benefits of ISO Registration. (10 Marks)
- b. Explain the various requirements for ISO 9001 series. (10 Marks)

Module-2

- 3 a. Explain the role of TQM leaders. (10 Marks)
- b. Explain the following : i) Core values ii) Concepts and framework. (10 Marks)

OR

- 4 a. Explain Deming's view on leadership through his fourteen points. (10 Marks)
- b. Explain the following : i) Decision making ii) Role of TQM leaders. (10 Marks)

Module-3

- 5 a. Explain Kano's model of customer satisfaction. (10 Marks)
- b. Explain briefly the customer perception towards quality. (10 Marks)

OR

- 6 a. Write short notes on : i) PDCA cycle ii) Kaizen. (10 Marks)
- b. Explain the Performance Appraisal and its formats Highlighting their disadvantages. (10 Marks)

Module-4

- 7 Explain the following :
a. Histograms b. Pareto diagrams c. Scatter diagram. (20 Marks)

OR

- 8 a. Explain PDCA cycle for continuous improvement. (10 Marks)
- b. Explain i) Juran Trilogy ii) Kaizen principles. (10 Marks)

Module-5

- 9 a. What is Benchmarking? Explain briefly the process of Benchmarking. (10 Marks)
- b. Explain Failure mode and Effect Analysis Product Liability. (10 Marks)

OR

- 10 a. What is QFD? Describe the various steps involved in QFD. (10 Marks)
- b. Describe briefly the Environmental Management System Model. (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.