

GBCS SCHEME

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18MA81

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. What is TQM? Explain the gurus of TQM. (10 Marks)
b. Explain the benefits of TQM. (10 Marks)

OR

- 2 a. Define Quality Management System. Explain the principles of Quality Management System. (10 Marks)
b. Briefly explain ISO 9000 series of standards in TQM. (10 Marks)

Module-2

- 3 a. What is leadership? Explain the characteristics of quality leaders. (10 Marks)
b. Explain the concept of leadership. What are the characteristics of effective people in leadership? (10 Marks)

OR

- 4 a. Explain the concepts and framework of TQM leaders in leadership. (10 Marks)
b. Explain decision making in leadership for Quality Management. (10 Marks)

Module-3

- 5 a. Explain the involvement and satisfaction of customer in TQM. (10 Marks)
b. Explain the role of service quality for customer satisfaction in TQM. (10 Marks)

OR

- 6 a. Explain the involvement of employees towards quality management. (10 Marks)
b. Explain the process of employee recognition and reward gain in TQM. (10 Marks)

Module-4

- 7 a. Explain the process of continuous process involvement in TQM. (10 Marks)
b. Explain the following problem solving methods for process improvement:
(i) KAIZEN (ii) Six Sigma (10 Marks)

OR

- 8 a. What is Statistical Process Control? Explain any two SPC. (10 Marks)
b. What are Scatter diagram? Explain Control Charts for attributes and variables. (10 Marks)

Module-5

- 9 a. What is Benchmarking? Explain the role of IT in TQM. (10 Marks)
b. What is Environment Management System? Explain briefly. (10 Marks)

OR

- 10 a. Explain the term Product Liability in TQM. (10 Marks)
b. Explain Total Productive Maintenance and its application in TQM. (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.