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Seventh Semester B.Tech. 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. Mention the benefits of Total Quality Management. (05 Marks)
- b. Write and explain ISO 9000 series of standard. (05 Marks)
- c. Explain the Quality Management and obstacles of Total Quality Management. (10 Marks)

OR

- 2 a. Explain briefly Gurus of Total Quality Management. (10 Marks)
- b. Briefly explain the ISO 9001 Requirement. (10 Marks)

Module-2

- 3 a. Name the characteristics of Quality leaders. (05 Marks)
- b. What are the leadership concept? (05 Marks)
- c. Explain the Deming Philosophy. (10 Marks)

OR

- 4 a. Briefly explain the role of Total Quality Management leaders. (10 Marks)
- b. What are the core values, concepts and frame work explain briefly? (10 Marks)

Module-3

- 5 a. Draw neat diagram and explain Customer Satisfaction Organizational diagram. (10 Marks)
- b. Write the Customer feedback. (05 Marks)
- c. Explain Service quality of the Customer. (05 Marks)

OR

- 6 a. What are the Translating needs into requirement with Kano model and voice of a Customer? (10 Marks)
- b. Explain briefly about motivation and Maslow's Hierarchy of needs. (10 Marks)

Module-4

- 7 a. How many types of basic ways of improvement? (03 Marks)
- b. Explain the Juran Triology diagram. (07 Marks)
- c. Explain briefly by problem solving method. (10 Marks)

OR

- 8 a. What are the benefits of the PDSA cycle? (05 Marks)
- b. Briefly explain the introduction of Kaizen. (05 Marks)
- c. Briefly explain the six Sigma. (10 Marks)

Module-5

- 9 a. Explain Total Productive Maintenance (TPM), Goals of TPM and the objective of TPM. (10 Marks)
- b. What are the benefits and indirect benefits of Total Productive Maintenance (TPM)? (10 Marks)

OR

- 10 a. Explain Quality by Design (QbD) with Product Development flow diagram. (10 Marks)
- b. Define Environmental Management System (EMS). (05 Marks)
- c. What are the benefits of Environmental Management System? (05 Marks)