



CBCS SCHEME

15AU831

Eighth Semester B.E. Degree Examination, June/July 2019 Total Quality Management

Time: 3 hrs.

Max. Marks: 80

- Note:1. Answer any FIVE full questions, choosing ONE full question from each module.
2. Use of statistical Quality control charts tables permitted.**

Module-1

- 1 a. Define TQM and discuss briefly the various dimensions of quality. (08 Marks)
b. With a neat block diagram, briefly explain the TQM frame work. (08 Marks)

OR

- 2 a. Define leadership. Briefly explain the 12 behaviours or characteristics of a successful quality leader. (08 Marks)
b. Explain the six basic concepts/approach of TQM. (08 Marks)

Module-2

- 3 a. Sketch and explain the Juran's Trilogy. (08 Marks)
b. Explain the following continuous process improvement i) DDSA cycle ii) Kaizen. (08 Marks)

OR

- 4 a. Explain the concept of six sigma to improve the quality of organization. (08 Marks)
b. Examine in detail how the house of quality constructed. Explain with an example. (08 Marks)

Module-3

- 5 a. How would you explain the methodology of constructing an affinity diagram by using an illustration? (08 Marks)
b. With the help of sketches, explain the tree diagram. (08 Marks)

OR

- 6 Discuss the following with respect to Quality Management Tools.
i) Matrix diagram (08 Marks)
ii) Activity network diagram. (08 Marks)

Module-4

- 7 a. Define HRM. Discuss the scope and importance of HRM. (08 Marks)
b. Briefly explain the steps involved in the recruitment process. (08 Marks)

OR

- 8 Briefly describe the following HRM practices.
i) Training and education (04 Marks)
ii) Compensation and recognition (04 Marks)
iii) Health and safety (04 Marks)
iv) Performance appraisal. (04 Marks)

Module-5

- 9 Explain briefly the 7 basic tools of Statistical Process Control (SPC) with neat graphs/charts diagram. (16 Marks)

OR

- 10 a. Briefly discuss the control charts for variable with examples. (08 Marks)
b. Explain the different control charts for attributes with examples. (08 Marks)

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.