CBCS SCHEME

USN | 1 A Y 1 6 M S 4 0 4 |

15MA81

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

Time: 3 hrs.

Max. Marks: 80

Note: *Answer any FIVE full questions, choosing*
ONE full question from each module.

Module-1

1	a.	Define quality and TQM. Briefly outline the contribution of Gurus for quality.	(08 Marks)
	b.	List and explain some obstacles in implementation of TQM.	(08 Marks)

OR

2	a.	What are be benefits of ISO registration.	(08 Marks)
	b.	Briefly explain the ISO 9001 requirements.	(08 Marks)

Module-2

3	a.	Define leadership. What are the characteristics of leaders?	(08 Marks)
	b.	List and explain some characteristics of effective people.	(08 Marks)

OR

4	a.	List out the nine step approach to implement strategic plan.	(08 Marks)
	b.	Write a brief note on decision making.	(08 Marks)

Module-3

5	a.	What are the types of customers? Explain briefly.	(08 Marks)
	b.	List out the steps to solve customer complaints.	(04 Marks)
	c.	Briefly explain customer retention.	(04 Marks)

OR

6	a.	What are the benefits of motivation?	(08 Marks)
	b.	Briefly explain the characteristics of a successful teams.	(08 Marks)

Module-4

7	a.	Briefly explain Jurans trilogy.	(08 Marks)
	b.	What are the four improvement strategies followed.	(04 Marks)
	c.	List some problems in continuous process improvement.	(04 Marks)

OR

8	a.	Briefly explain PDSA cycle.	(08 Marks)
	b.	Write a note on : i) Cause and effect diagram	
		ii) Histogram.	(08 Marks)

Module-5

9	a.	What is bench marking? List the process of benchmarking.	(08 Marks)
	b.	Briefly explain : i) Quality management system	
		ii) Environment management system	(08 Marks)

OR

10	a.	Briefly explain FMEA and its stages.	(08 Marks)
	b.	Explain the eight pillar of TPM.	(08 Marks)

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