15ME664

USN

Sixth Semester B.E. Degree Examination, Dec.2019/Jan.2020
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. Discuss how quality plays an important role in improving the productivity of a company. **(06 Marks)**
   b. Explain 14 points of Deming that helps to improve quality. **(10 Marks)**

OR

2 a. Explain with a neat diagram, ISO 9001 requirements. **(10 Marks)**
   b. Explain briefly various ISO series of standards. **(06 Marks)**

Module-2

3 a. List 12 characteristics of Quality leaders. **(06 Marks)**
   b. Explain the framework of MBNQA with a neat block diagram. **(10 Marks)**

OR

4 a. Explain different ways in which quality leaders can help the organization to improve quality. **(10 Marks)**
   b. Explain different ways of communication. **(06 Marks)**

Module-3

5 a. Discuss briefly customer's perception of quality. **(08 Marks)**
   b. What is Kano model? Why is it used? Explain. **(08 Marks)**

OR

6 a. Explain briefly characteristics of successful teams. **(08 Marks)**
   b. What is Employee Empowerment? How is it helpful for an organization? **(08 Marks)**

Module-4

7 a. Explain with a neat diagram the P-D-S-A cycle. **(10 Marks)**
   b. Explain how Six Sigma helps an organization to improve quality of process. **(06 Marks)**

OR

8 a. Draw a cause and effect diagram for the problem of getting a foreign body in a product. **(08 Marks)**
   b. Explain various measures of central tendency and measures of dispersion. **(08 Marks)**

Module-5

9 a. What is Benchmarking? Explain the process of benchmarking. **(08 Marks)**
   b. Explain how Information Technology has helped e-Learning and e-Commerce in recent times. **(08 Marks)**

OR

10 a. Explain various parts of House of Quality. **(08 Marks)**
    b. Differentiate between sequential engineering and concurrent engineering with proper block diagrams. **(08 Marks)**

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