CBCS SCHEME

15AU831

USN ☐☐☐☐☐☐☐☐☐☐

Eighth Semester B.E. Degree Examination, Aug./Sept.2020
Total Quality Management

Time: 3 hrs.   Max. Marks: 80

Note: i) For Regular Students: Answer any FIVE full questions irrespective of modules.
ii) For Arrear Students : Answer any FIVE full questions, choosing ONE full question
from each module.
iii) Use of SQC charts is permitted.

Module-1

1 a. Define Total Quality Management (TQM) and explain in brief contribution of Gurus in TQM.   **(08 Marks)**
   b. Discuss the benefits and the five principles of TQM.   **(08 Marks)**

2 a. Explain the role of TQM leadership.   **(08 Marks)**
   b. With an example, explain the customer feedback for customer satisfaction. **(08 Marks)**

Module-2

3 a. Briefly elaborate, how to active continuous improvement in production process. **(06 Marks)**
   b. What is the important objective of six sigma tool?   **(04 Marks)**
   c. Write a short note on QFD (Quality Function Deployment).   **(06 Marks)**

4 a. Discuss the quality improvement tool are (i) Kaizen (ii) Poka-Yoka.   **(08 Marks)**
   b. What is FMEA? Explain step by step process of documentation in FMEA.   **(08 Marks)**

Module-3

5 a. What is Wh_x-Wh_y analysis? Briefly explain how it is used to analyze root cause of a problem on the process.   **(08 Marks)**
   b. With a neat flow diagram, explain the process of an affinity diagram for scrambled ideas.   **(08 Marks)**

6 a. Explain with a neat sketch process of activity network diagram.   **(08 Marks)**
   b. Discuss in brief, (i) Tree diagram   (ii) Matrix diagram.   **(08 Marks)**

Module-4

7 a. Explain in brief different methods of collecting voice of customers.   **(08 Marks)**
   b. Describe the process of performance appraisal system and its drawbacks.   **(08 Marks)**

8 a. Give the effective usage of recognition and reward system.   **(08 Marks)**
   b. Discuss the steps involved in recruitment process of organization.   **(08 Marks)**

Module-5

9 a. Write short notes on: (i) Scattered diagram   (ii) Fish bone diagram.   **(08 Marks)**
   b. What is statistical process control? Explain chance cause and assignable cause. **(08 Marks)**

10 a. What are control charts? Explain the procedure for preparing control charts for attributes.   **(08 Marks)**
   b. Explain the following with necessary diagram:
   (i) Pareto diagram   (ii) Process flow diagram.   **(08 Marks)**

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