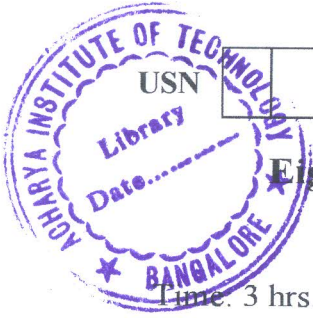


CBCS SCHEME



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17MA82

Eighth Semester B.E. Degree Examination, July/August 2021

Total Quality Management

Time: 3 hrs.

Max. Marks: 100

Note: Answer any FIVE full questions.

- 1 a. What is TQM? Explain the principles on which TQM is based. (10 Marks)
b. Write in brief any two Guru's of TQM. (10 Marks)
- 2 a. Draw and explain the TQM Frame work. (10 Marks)
b. Explain the steps in implement a quality management system. (10 Marks)
- 3 a. Explain briefly the characteristics of Quality Leaders. (10 Marks)
b. Explain Deming's view on leadership through his fourteen points. (10 Marks)
- 4 a. What is Customer satisfaction? What are the perceptions about quality? (10 Marks)
b. Describe the role of employee's involvement in TQM. (10 Marks)
- 5 a. What are the problem solving methods in continuous improvement process? (10 Marks)
b. Explain Kano model of conceptualizes customers requirements. (10 Marks)
- 6 a. What is statistical process control? Explain Pareto diagram. (10 Marks)
b. Explain Juran's "Quality trilogy"? (10 Marks)
- 7 a. Write down different steps in creating fishbone or Ishikawa diagram. (10 Marks)
b. Explain the concept of Six-Sigma. (10 Marks)
- 8 a. Explain the PDSA cycle. (10 Marks)
b. Explain Histogram with example. (10 Marks)
- 9 a. What are the parts of house of quality and describe them. (10 Marks)
b. Explain Benchmarking process and reasons to Benchmark. (10 Marks)
- 10 a. Explain QFD with advantages. (10 Marks)
b. Explain about total productive maintenance. (10 Marks)

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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.