CBCS SCHEME

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15AU831

Eighth Semester B.E. Degree Examination, July/August 2022
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 TQM. Explain six basic concepts of TQM.   (08 Marks)
    b.   Explain TQM frame work. List out the benefits of TQM.   (08 Marks)

OR

2   a.   Define Leadership and discuss the characteristic of quality leaders.   (08 Marks)
    b.   Write a short notes on: i) Customer's complaints   ii) Employee involvement.   (08 Marks)

Module-2

3   a.   Explain with a neat diagram the PDSA cycle.   (08 Marks)
    b.   Explain how six sigma helps an organization to improve quality of process.   (08 Marks)

OR

4   a.   What is Benchmarking? Explain the process of Benchmarking.   (08 Marks)
    b.   Explain: i) Juran trilogy   ii) Kaizen principles.   (08 Marks)

Module-3

5   a.   What is why-why, forced filed analysis? Explain briefly.   (08 Marks)
    b.   Explain briefly affinity and inter relationship diagram.   (08 Marks)

OR

6   a.   With help of neat sketch, explain briefly tree diagram and matrix diagram.   (08 Marks)
    b.   Write a short notes on:
         i)   Process decision programme chart   ii) Activity network diagram.   (08 Marks)

Module-4

7   a.   Define HRM. Explain briefly scope of HRM.   (08 Marks)
    b.   Explain Recruitment and career development.   (08 Marks)

OR

8   a.   Write a short notes on the following:
         i)   Training and education   ii) Performance appraisal.   (08 Marks)
    b.   Discuss the following in brief:
         i)   Compensation and recognition   ii) Health, safety and employee well being.   (08 Marks)

Module-5

9   a.   Explain control charts for variables and attributes.   (08 Marks)
    b.   Explain the following with examples:
         i) Scatter diagram   ii) histogram.   (08 Marks)

OR

10   Explain the following briefly with necessary diagrams:
    a.   Pareto diagram
    b.   Process flow diagram
    c.   Fishbone diagram
    d.   Check sheets.   (16 Marks)

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