

CBCS SCHEME

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21AU742

Seventh Semester B.E./B.Tech. Degree Examination, Dec.2024/Jan.2025 Total Quality Management

Time: 3 hrs.

Max. Marks: 100

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

Module-1

- 1 a. Define TQM. Explain benefits and obstacles of TQM implementation. (10 Marks)
b. Mention Deming's philosophy of 14 points. (10 Marks)

OR

- 2 a. Define leadership. Explain the characters of quality leaders. (10 Marks)
b. Explain different methods of customer feedback collection. (10 Marks)

Module-2

- 3 a. Explain Juran trilogy of quality improvement. (10 Marks)
b. Explain PDCA cycle with advantages and disadvantages. (10 Marks)

OR

- 4 a. Define quality by design in TQM and what are the elements of quality by design. (10 Marks)
b. Define Benchmarking and explain benchmarking steps with block diagram. (10 Marks)

Module-3

- 5 a. Explain why-why forced field analysis. (10 Marks)
b. Explain nominal group technique. (10 Marks)

OR

- 6 a. Explain prioritization matrices with example. (10 Marks)
b. Explain tree diagram of quality improvement with example. (10 Marks)

Module-4

- 7 a. List and explain parameters of high performance work systems. (10 Marks)
b. Explain the scope of quality improvement in human resource management. (10 Marks)

OR

- 8 a. Explain Pareto diagram and check sheets with examples. (10 Marks)
b. What are control charts? Explain the procedure for preparing control charts for attributes. (10 Marks)

Module-5

- 9 a. What is statistical process control? Explain fishbone diagram with example. (10 Marks)
b. Explain histogram and its uses with example. (10 Marks)

OR

- 10 a. Explain the use of scattered diagram to make decisions using example. (10 Marks)
b. Explain check sheets and process flow diagram with examples. (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.