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21AU742

Seventh Semester B.E./B.Tech. Degree Examination, June/July 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. List the basic Approach that TQM Requires and write a note on TQM Framework with neat diagram. **(10 Marks)**
   b. List the benefits of Total Quality Management, and write a note on TQM Gurus. **(10 Marks)**

OR

2. a. Define Quality. Explain any four factors that influences the customer perception of Quality. **(10 Marks)**
   b. Briefly explain any five important characteristics of Quality leaders. **(10 Marks)**

Module-2

3. a. List the types of problem in continuous process improvement and write a note on performance problems. **(10 Marks)**
   b. Write a note on :
      i) Quality Function Deployment
      ii) Quality by Design **(10 Marks)**

OR

4. a. Explain First Fine phases of problem solving methods in continuous process improvement. **(10 Marks)**
   b. Write a short note on :
      i) PDSA cycle   ii) RC-Engineering **(10 Marks)**

Module-3

5. a. Write a note on :
      i) Nominal Group Techniques   ii) Affinity Diagram. **(10 Marks)**
   b. Briefly explain :
      i) Activity Network diagram   ii) Process decision program chart. **(10 Marks)**

OR

6. a. Explain :
      i) Why – why forced filed analysis   ii) Interrelationship diagram. **(10 Marks)**
   b. Write note on :
      i) Tree Diagram   ii) Prioritization matrices. **(10 Marks)**

Module-4

7. a. With neat sketch, explain the cause and effect diagram. **(10 Marks)**
   b. Write a note on :
      i) Pareto diagram   ii) Process flow diagram. **(10 Marks)**

OR

8 a. List the scope of Human resources management and list the leading practices in Human Resources Management. **(10 Marks)**
   b. Explain the importance of health, safety and employee well being with performance appraisal in Human Resources Management system. **(10 Marks)**

Module-5

9 a. Write a note on :
       i) Histograms   ii) Scattered Diagrams **(10 Marks)**
   b. Write a note on :
       i) Fishbone diagram   ii) Check sheets **(10 Marks)**

OR

10 a. Explain control chart and their types. **(10 Marks)**
   b. Briefly explain statistical fundamentals with example. **(10 Marks)**

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