

CBCS SCHEME

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15ME664

Sixth Semester B.E. Degree Examination, Dec.2019/Jan.2020 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 Quality. Discuss how quality plays an important role in improving the productivity of a company. (06 Marks)
b. Explain 14 points of Deming that helps to improve quality. (10 Marks)

OR

- 2 a. Explain with a neat diagram, ISO 9001 requirements. (10 Marks)
b. Explain briefly various ISO series of standards. (06 Marks)

Module-2

- 3 a. List 12 characteristics of Quality leaders. (06 Marks)
b. Explain the framework of MBNQA with a neat block diagram. (10 Marks)

OR

- 4 a. Explain different ways in which quality leaders can help the organization to improve quality. (10 Marks)
b. Explain different ways of communication. (06 Marks)

Module-3

- 5 a. Discuss briefly customer's perception of quality. (08 Marks)
b. What is Kano model? Why is it used? Explain. (08 Marks)

OR

- 6 a. Explain briefly characteristics of successful teams. (08 Marks)
b. What is Employee Empowerment? How is it helpful for an organization? (08 Marks)

Module-4

- 7 a. Explain with a neat diagram the P-D-S-A cycle. (10 Marks)
b. Explain how Six Sigma helps an organization to improve quality of process. (06 Marks)

OR

- 8 a. Draw a cause and effect diagram for the problem of getting a foreign body in a product. (08 Marks)
b. Explain various measures of central tendency and measures of dispersion. (08 Marks)

Module-5

- 9 a. What is Benchmarking? Explain the process of benchmarking. (08 Marks)
b. Explain how Information Technology has helped e-Learning and e-Commerce in recent times. (08 Marks)

OR

- 10 a. Explain various parts of House of Quality. (08 Marks)
b. Differentiate between sequential engineering and concurrent engineering with proper block diagrams. (08 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.