

CBCS SCHEME

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15ME664

Sixth Semester B.E. Degree Examination, July/August 2021 Total Quality Management

Time: 3 hrs.

Max. Marks: 80

Note: Answer any FIVE full questions.

- 1 a. Define quality. Mention any four dimensions of quality with meaning. (06 Marks)
b. Explain six basic approaches of TQM. (06 Marks)
c. Mention any four benefits of ISO registration. (04 Marks)
- 2 a. Explain TQM framework with a neat diagram. (08 Marks)
b. In brief explain any four obstacles of TQM. (04 Marks)
c. Explain about ISO 9001 requirements. (04 Marks)
- 3 a. Define leadership. Explain any six characteristics of quality leaders. (08 Marks)
b. Mention any four duties of quality council. (04 Marks)
c. Briefly explain about decision making. (04 Marks)
- 4 a. Explain any eight points of Deming philosophy. (08 Marks)
b. Mention and explain the seven steps to strategic planning. (08 Marks)
- 5 a. Explain the six factors of customer perception of quality. (06 Marks)
b. Define motivation. Explain five steps of Maslow's hierarchy of needs. (06 Marks)
c. Mention eight benefits of employee involvement. (04 Marks)
- 6 a. Explain any six information collecting tools of a feedback. (06 Marks)
b. Define team and briefly explain the four types of team. (06 Marks)
c. Explain in brief about performance appraisal. (04 Marks)
- 7 a. Explain the four primary improvement strategies. (08 Marks)
b. What is meant by KAIZEN? Explain. (04 Marks)
c. Define measures of central tendency and measures of dispersion. (04 Marks)
- 8 a. Define cause and effect diagram. Explain with general example. (06 Marks)
b. Explain the seven phases of problem solving methods in brief with respect to PDSA cycle. (06 Marks)
c. With a graph, explain the Scatter diagram. (04 Marks)
- 9 a. Define benchmarking. Explain benchmarking concept with a diagram. (08 Marks)
b. Explain the terms E-Government and E-Commerce. (04 Marks)
c. Define reliability and explain. (04 Marks)
- 10 a. Explain the benefits of quality function deployment. (08 Marks)
b. Compare quality by design with sequential engineering on time line with a neat diagram. (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.