USN ☐☐☐☐☐☐☐☐☐☐ 06ME758

Seventh Semester B.E. Degree Examination, Dec.2013 / Jan. 2014
Total Quality Management

Time: 3 hrs. Max. Marks:100

Note: *Answer any FIVE full questions, selecting atleast TWO question from each part.*

PART – A

1 a. What is T.Q.M? Explain six core concepts of TQM. (10 Marks)
  b. Write short notes on : i) TQM framework ii) Benefits of TQM. (10 Marks)

2 a. List out 14 points of Deming's philosophy and explain any two in brief. (10 Marks)
  b. Explain its contributions of i) Joseph Juran ii) Ishikawa. (10 Marks)

3 a. What is leadership? Explain different characteristics of quality leaders. (10 Marks)
  b. Write short notes on : i) Quality Policy statement ii) Quality costs. (10 Marks)

4 a. Explain PDSA cycle as a problem salving tool for process improvement. (10 Marks)
  b. List out 7 quality tools and explain any two quality tools. (10 Marks)

PART – B

5 a. List out salient features of 'Kaizen' and explain any two points. (10 Marks)
  b. What is Re – engineering? Explain various steps in Bench – marking process. (10 Marks)

6 a. List out four benefits of QFD. (04 Marks)
  b. Explain the design of FMEA document, with the help of form. (08 Marks)
  c. Explain four phases of QFD process. (08 Marks)

7 a. What are the benefits of Quality Management System? (05 Marks)
  b. Explain the major elements in ISO 9001 : 2000 series. (10 Marks)
  c. Briefly discuss the requirements of ISO 14001. (05 Marks)

8 a. Explain the concept of six – sigma. (10 Marks)
  b. With the help of OC curve, explain producer's risk and consumer's risk. (10 Marks)

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