

# CBCS SCHEME

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18ME734

## Seventh Semester B.E. Degree Examination, Dec.2023/Jan.2024 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. Make the list of the basic concepts of TQM and briefly explain them. (10 Marks)  
b. Enlighten on TQM frame work with a neat diagram. (10 Marks)

OR

- 2 a. Differentiate between American and Japan's approach towards quality. (10 Marks)  
b. Elucidate on quality from customer's/consumer's and producer's perspective with a block diagram. (10 Marks)

### Module-2

- 3 a. Which are the 12 characteristics of quality leaders? Describe them. (10 Marks)  
b. Explain briefly the seven characteristics of effective people. (10 Marks)

OR

- 4 a. List out Deming's 14 points of TQM philosophy and explain any 4 of them. (10 Marks)  
b. With Time-Management matrix; briefly describe put first things first. (10 Marks)

### Module-3

- 5 a. What is Kano model? Why it is used? Explain the salient features. (10 Marks)  
b. Who is customer? Define internal and external customer, with an example for each type. (10 Marks)

OR

- 6 a. How do you differentiate between dissatisfied, satisfied and delighted customers articulate with a sketch? (10 Marks)  
b. Elucidate on customer perception of quality. (10 Marks)

### Module-4

- 7 a. Sketch and explain Juran's Trilogy. (10 Marks)  
b. Explicate on Scatter diagram and cause and effect diagram with a neat figures. (10 Marks)

OR

- 8 a. Explain PDSA cycle for continuous improvement with a neat figure. (10 Marks)  
b. Enlighten on Histogram, Pareto diagram with a sketch and evidences. (10 Marks)

### Module-5

- 9 a. Lean out steps involved in introduction of TPM. (10 Marks)  
b. List and mention importance of 5's. (10 Marks)

OR

- 10 a. Which are the 8 pillars of TPM? Describe them with a neat sketch. (10 Marks)  
b. Differentiate between productive maintenance and predictive maintenance with a table. (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.