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18ME734

Seventh Semester B.E. Degree Examination, Jan./Feb. 2023
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. Define Quality. Explain quality in daily life in middle age during Industrial revolution. (10 Marks)
  b. What are the factors affecting Quality? (10 Marks)

OR

2 a. Explain the list of dimension of Quality. (10 Marks)
  b. Explain the contribution of Gurus Quality. (10 Marks)

Module-2

3 a. Explain the Modern method of Leadership. (10 Marks)
  b. What are the duties of Quality Control? (10 Marks)

OR

4 a. Mention the Deming's Philosophy of 14 points. (10 Marks)
  b. What are the future requirements for the short and long term factors affects in the Organisation? (10 Marks)

Module-3

5 a. Explain with neat sketch, the Kano model. (10 Marks)
  b. What are the elements present in structure of Quality circle? (10 Marks)

OR

6 a. Mention the Tangible and Intangible benefits through TQM. (10 Marks)
  b. Who was Malcolm Baldrige? What is the Malcolm Baldrige National Quality Award? What was the award established? (10 Marks)

Module-4

7 a. What is Six Sigma? Define Six Sigma and phases of Six Sigma. (10 Marks)
  b. With neat analysis of graph, explain Pareto Analysis. (10 Marks)

OR

8 a. Define Process of Operation of Quality circle and steps. (10 Marks)
  b. What are the benefits of Forming Quality circles? (10 Marks)

Module-5

9 a. What is meant by Total Productive Maintenance, with an example? (10 Marks)
  b. Define Quality by Design in TQM and What are elements of Quality by design? (10 Marks)

OR

10 a. Define the Environmental Management Systems and what is the importance. (10 Marks)
   b. Explain EMS under ISO 14001. What is the cost and benefits? (10 Marks)

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