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06ME758

Seventh Semester B.E. Degree Examination, June/July 2013

Total Quality Management

Time: 3 hrs.

Max. Marks:100

Note: Answer FIVE full questions, selecting at least TWO questions from each part.

PART – A

- 1 a. Define TQM. List out the six basic approaches to TQM. (06 Marks)
b. With an illustration explain briefly TQM frame work. (08 Marks)
c. Discuss briefly the various dimensions of quality. (06 Marks)
- 2 a. Name quality Gurus and list out their contributions and explain any two. (08 Marks)
b. State and explain Deming's fourteen principles. (07 Marks)
c. Explain Juran's quality trilogy. (05 Marks)
- 3 a. State and explain the characteristics of quality leaders. (06 Marks)
b. What is quality cost? Explain briefly with an example. (08 Marks)
c. Briefly explain quality statements. (06 Marks)
- 4 a. What do you mean by continuous improvement? Explain the W-V model in continuous improvement for problem solving. (10 Marks)
b. Differentiate between reactive and proactive improvement. (04 Marks)
c. List the 7 QC and 7 management and planning tools. (06 Marks)

PART – B

- 5 a. Write a note on Kaizen;s concept. (05 Marks)
b. What is Benchmarking? Explain the process of Benchmarking. (08 Marks)
c. Explain '5s' and '3m' concepts. (07 Marks)
- 6 a. Define QFD. What are the benefits of QFD? (06 Marks)
b. What are the advantages of quality of design? (04 Marks)
c. List out the different stages essential in FMEA and explain. (10 Marks)
- 7 a. Explain ISO-9000 series of standards. (08 Marks)
b. Explain the benefits of ISO registration. (06 Marks)
c. Write a note on the requirements of ISO-9001. (06 Marks)
- 8 a. What are the advantages and disadvantages of acceptance sampling over 100% inspection? And list the different types of sampling plans. (08 Marks)
b. Distinguish between a typical and ideal OC curve. (06 Marks)
c. Briefly explain a double sampling plan with a flow chart. (06 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.