

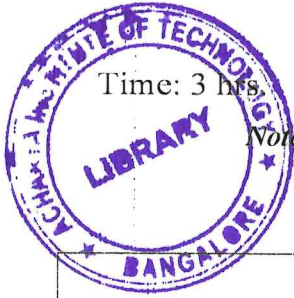
CBCS SCHEME

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BME613A

Sixth Semester B.E./B.Tech. Degree Examination, June/July 2026 Total Quality Management



Time: 3 hrs

Max. Marks: 100

Note: 1. Answer any FIVE full questions, choosing ONE full question from each module.
2. M : Marks, L: Bloom's level, C: Course outcomes.

Module – 1			M	L	C
Q.1	a.	Determine quality, interpret how quality plays an important role in improving productivity of a company.	10	L3	CO1
	b.	Investigate the TQM framework with a block diagram.	10	L3	CO1
OR					
Q.2	a.	Demonstrate the various requirements of ISO 9001 series with block diagram.	10	L3	CO1
	b.	Make a list of basic concepts of TQM and brief them.	10	L3	CO1
Module – 2					
Q.3	a.	Experiment the dimension of quality and illustrate the role of quality leaders.	10	L3	CO2
	b.	Examine out Deming's 14 points of TQM philosophy and explain them.	10	L3	CO2
OR					
Q.4	a.	Construct different ways in which quality leaders can help the organization to improve quality.	10	L2	CO2
	b.	Examine out the 12 characteristics of quality leaders. Describe them.	10	L3	CO2
Module – 3					
Q.5	a.	Determine customer perception of quality and needs of quality.	10	L3	CO3
	b.	Elucidate on translating needs into requirements with suitable example.	10	L3	CO3
OR					
Q.6	a.	Examine the employee survey and recognition and reward of an employee.	10	L3	CO3
	b.	Demonstrate how performance appraisal helps the employee in developing the organization.	10	L3	CO3

Module – 4

Q.7	a.	Demonstrate Juran's Trilogy with neat sketch and explain them.	10	L3	CO4
	b.	Explain PDSA cycle for continuous improvement with a neat figure.	10	L3	CO4

OR

Q.8	a.	Explicate on scatter diagram and cause and effect diagram with a neat diagram.	10	L3	CO4
	b.	Enlighten on Histogram, Pareto diagram with a sketch and evidences.	10	L3	CO4

Module – 5

Q.9	a.	Which are the 08 Pillars of TPM? Describe them with a neat sketch.	10	L3	CO4
	b.	List and mention importance of 5's and discuss them.	10	L3	CO4

OR

Q.10	a.	Lean out steps involved in introduction of TPM.	10	L3	CO4
	b.	Determine Qb _D and explain the role of Qb _D in Pharmaceutical industry with its benefits.	10	L3	CO4
