

# CBCS SCHEME

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15AU831

## Eighth Semester B.E. Degree Examination, November 2020 Total Quality Management

Time: 3 hrs.

Max. Marks: 80

*Note: Answer any FIVE full questions irrespective of modules.*

### Module-1

- 1 a. Explain the elements of Total Quality Management. (08 Marks)  
b. List the potential benefits of TQM. (08 Marks)
- 2 a. Explain the customer perception of quality. (08 Marks)  
b. What is quality circle? Explain the structure of quality circle. (08 Marks)

### Module-2

- 3 a. Explain Juran's quality trilogy. (08 Marks)  
b. Explain about PDCA cycle. (08 Marks)
- 4 a. What is Kaizen? Compare Kaizen and Kairyo. (08 Marks)  
b. Explain the types of FMEA and benefits of FMEA. (08 Marks)

### Module-3

- 5 a. What is affinity diagram? When do we use it? How do we use it? (08 Marks)  
b. What is tree diagram and explain the steps for drafting a tree diagram? (08 Marks)
- 6 a. What is matrix diagram? When do we use it? How do we use it? (08 Marks)  
b. Illustrate the steps for drafting the PDPC chart. (08 Marks)

### Module-4

- 7 a. Explain the scope of HRM. (08 Marks)  
b. How to develop high performance work systems? (08 Marks)
- 8 a. What is meant by recognition? Write the ways to recognize employees. (08 Marks)  
b. What are the types of rewards to motivate employees? (08 Marks)

### Module-5

- 9 a. What is fish bone diagram? When do we use it? How do we construct it? (10 Marks)  
b. Draw the types of histogram diagram. (06 Marks)
- 10 a. What is control chart? Explain the details to construct control chart. (10 Marks)  
b. How do we construct scatter diagram? (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.