



CBCS SCHEME

15AU831

Eighth Semester B.E. Degree Examination, Aug./Sept.2020 Total Quality Management

Time: 3 hrs.

Max. Marks: 80

- Note: i) For Regular Students: Answer any FIVE full questions irrespective of modules.
ii) For Arrear Students : Answer any FIVE full questions, choosing ONE full question from each module.
iii) Use of SQC charts is permitted.*

Module-1

- 1 a. Define Total Quality Management (TQM) and explain in brief contribution of Gurus in TQM. (08 Marks)
- b. Discuss the benefits and the five principles of TQM. (08 Marks)
- 2 a. Explain the role of TQM leadership. (08 Marks)
- b. With an example, explain the customer feedback for customer satisfaction. (08 Marks)

Module-2

- 3 a. Briefly elaborate, how to active continuous improvement in production process. (06 Marks)
- b. What is the important objective of six sigma tool? (04 Marks)
- c. Write a short note on QFD (Quality Function Deployment). (06 Marks)
- 4 a. Discuss the quality improvement tool are (i) Kaizen (ii) Poka-Yoka. (08 Marks)
- b. What is FMEA? Explain step by step process of documentation in FMEA. (08 Marks)

Module-3

- 5 a. What is Wh_x-Wh_y analysis? Briefly explain how it is used to analyze root cause of a problem on the process. (08 Marks)
- b. With a neat flow diagram, explain the process of an affinity diagram for scrambled ideas. (08 Marks)
- 6 a. Explain with a neat sketch process of activity network diagram. (08 Marks)
- b. Discuss in brief, (i) Tree diagram (ii) Matrix diagram. (08 Marks)

Module-4

- 7 a. Explain in brief different methods of collecting voice of customers. (08 Marks)
- b. Describe the process of performance appraisal system and its drawbacks. (08 Marks)
- 8 a. Give the effective usage of recognition and reward system. (08 Marks)
- b. Discuss the steps involved in recruitment process of organization. (08 Marks)

Module-5

- 9 a. Write short notes on: (i) Scattered diagram (ii) Fish bone diagram. (08 Marks)
- b. What is statistical process control? Explain chance cause and assignable cause. (08 Marks)
- 10 a. What are control charts? Explain the procedure for preparing control charts for attributes. (08 Marks)
- b. Explain the following with necessary diagram:
(i) Pareto diagram (ii) Process flow diagram. (08 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.