

CBCS SCHEME

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15AU831

Eighth Semester B.E. Degree Examination, Feb./Mar. 2022

Total Quality Management

Time: 3 hrs.

Max. Marks: 80

Note: Answer any FIVE full questions, choosing ONE full question from each module.

Module-1

- 1 a. Explain the TQM frame work with a block diagram. (08 Marks)
b. Write the contribution of Quality Gurus of TQM. i) W.E Deming ii) G. Taguchi. (08 Marks)

OR

- 2 a. What are the benefits of customer feedback? List and explain any two feedback methods. (08 Marks)
b. Define team. Explain the cross functional team. (04 Marks)
c. Write the benefits of employee involvement. (04 Marks)

Module-2

- 3 a. Explain the Juran Trilogy with sketch in the process improvement. (08 Marks)
b. Explain the problem solving method by PDSA cycle with the help of block diagram. (08 Marks)

OR

- 4 a. Explain the following : i) Re engineering ii) Six sigma. (08 Marks)
b. Explain the quality function deployment and give its benefits. (08 Marks)

Module-3

- 5 Explain the following quality management tools :
i) Affinity diagram ii) Tree diagram iii) Why why analysis iv) Forced field analysis. (16 Marks)

OR

- 6 Explain the following :
a. Process decision program chart
b. Matrix diagram. (16 Marks)

Module-4

- 7 a. Define Human resource management and write its objectives. (08 Marks)
b. Define recruitment. Explain the process of recruitment with a block diagram. (08 Marks)

OR

- 8 Explain the following human resource practices :
a. Training and education
b. Health and safety. (16 Marks)

Module-5

- 9 Explain the following tools of SQC
a. Fish bone diagram
b. Scatter diagram
c. Histogram
d. Check sheets. (16 Marks)

OR

- 10 a. What are the causes for variations in the production process? Explain. (08 Marks)
b. Distinguish between: i) Control chart for variables ii) Control charts for attributes. (08 Marks)
