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15ME664

Sixth 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. Define Total Quality Management (TQM). (02 Marks)
- b. Explain the basic approach of Total Quality Management (TQM). (06 Marks)
- c. Discuss Total Quality Management (TQM) framework. (08 Marks)

OR

- 2 a. Explain the benefits of ISO registration. (06 Marks)
- b. Discuss ISO 9000 series of standards. (05 Marks)
- c. Explain ISO 9001 requirements. (05 Marks)

Module-2

- 3 a. Explain the concept of leadership. (08 Marks)
- b. Explain the Deming philosophy. (08 Marks)

OR

- 4 a. Discuss the characteristics of effective leader. (08 Marks)
- b. Explain the basic steps in strategic quality planning. (08 Marks)

Module-3

- 5 a. What are the activities to customer complaints? (08 Marks)
- b. What are the benefits of employee involvement? (08 Marks)

OR

- 6 a. Explain the tools used for feedback. (08 Marks)
- b. Discuss the type of teams. (08 Marks)

Module-4

- 7 a. Explain the Juran trilogy. (05 Marks)
- b. Explain the PDSA cycle. (06 Marks)
- c. What is the need for re-engineering? (05 Marks)

OR

- 8 a. Explain the QC or SQC tools. (10 Marks)
- b. What are the various patterns of scatter diagram? (06 Marks)

Module-5

- 9 a. What is Benchmarking? Explain the process of benchmarking. (08 Marks)
- b. What is QFD? Explain its benefits. (08 Marks)

OR

- 10 a. What is FMEA? Explain the stages in it. (08 Marks)
- b. What is TPM? Explain the objectives and steps of TPM. (08 Marks)

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.