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## Seventh Semester B.E. Degree Examination, Feb./Mar. 2022

**Total Quality Management**

Time: 3 hrs.

Max. Marks: 100

*Note: Answer any FIVE full questions, choosing ONE full question from each module.***Module-1**

- 1
  - a. List out benefits of Implementing TQM. (04 Marks)
  - b. With a neat diagram, explain Framework of TQM. (06 Marks)
  - c. Explain contribution made by the any two quality Guru's. (10 Marks)

**OR**

- 2
  - a. Explain briefly all eight. ISO-9001 requirements. (10 Marks)
  - b. Explain briefly various series of ISO. (06 Marks)
  - c. Briefly describe the various benefits of ISO registration. (04 Marks)

**Module-2**

- 3
  - a. Explain briefly seven characteristics of effective people. (06 Marks)
  - b. List out Deming's 14 points of TQM philosophy and explain any three. (10 Marks)
  - c. Explain role of TQM leader. (04 Marks)

**OR**

- 4
  - a. Enumerate the seven steps to strategic planning. (10 Marks)
  - b. Explain different ways of communication. (06 Marks)
  - c. Explain briefly decision making process. (04 Marks)

**Module-3**

- 5
  - a. With a neat sketch enumerate how a KANO MODEL help in translating needs into requirements. (08 Marks)
  - b. Describe briefly the customer retention. (06 Marks)
  - c. Explain briefly customer perception towards quality. (06 Marks)

**OR**

- 6
  - a. State and explain elements of customer service. (08 Marks)
  - b. Define, motivation, performance, reward, recognition, empowerment, gain sharing, teams and union. (08 Marks)
  - c. List out advantages of employee involvement. (04 Marks)

**Module-4**

- 7
  - a. Sketch and explain Juran's Trilogy. (10 Marks)
  - b. Explain with neat diagram P-D-S-A cycle for continuous improvement. (06 Marks)
  - c. Write note on six sigma. (04 Marks)



OR

- 8 a. Explain with neat diagram, cause and effect diagram, Pareto diagram. (08 Marks)  
b. Explain various measures of central Tendency and Measure of Dispersion. (08 Marks)  
c. Write note on control charts. (04 Marks)

**Module-5**

- 9 a. Define total productive maintenance and explain briefly its 8 pillars. (08 Marks)  
b. Explain briefly 5 "s" foundation applied to total productive maintenance. (08 Marks)  
c. Write notes on types of maintenance. (04 Marks)

OR

- 10 a. Define QbD and explain key component of quality by design. (08 Marks)  
b. Define EMS and explain its benefits. (04 Marks)  
c. Explain the concept of environment management system under ISO14001. (08 Marks)

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