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10ME758

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

Time: 3 hrs.

Max. Marks:100

**Note:** Answer any FIVE full questions, selecting atleast TWO questions from each part.

**PART - A**

- 1 a. Describe the term TQM and its Basic approach. (08 Marks)  
b. Mention the list of TQM Gurus and discuss their contributions. (07 Marks)  
c. Mention the benefits of TQM Implementation in an organization. (05 Marks)
- 2 a. Define Leader and explain the seven habits of Highly effective people. (08 Marks)  
b. Enumerate Deming's philosophy or 14 points of management and explain any four of them. (08 Marks)  
c. Explain the role of leadership in decision making in an organization. (04 Marks)
- 3 a. Who is Customer? And explain Customer perception of quality. (08 Marks)  
b. Define Team and explain types of Team and role of Team members. (08 Marks)  
c. Write a note on Gain sharing in an Organization. (04 Marks)
- 4 a. Explain Juran Trilogy with a neat sketch. (10 Marks)  
b. Write a note on following : i) PDSA ii) Kaizen. (10 Marks)

**PART - B**

- 5 a. Explain how the following management tools used for problem identification and solving in an organization with an example.  
i) Forced Field Analysis ii) Nominal Group Techniques. (10 Marks)  
b. Write a note on following Management Tools :  
i) Matrix diagram ii) Activity diagram. (10 Marks)
- 6 a. Explain how the following Quality Control tools are used in an organization, with an example : i) Cause and effect diagram ii) Control charts. (10 Marks)  
b. Write a short notes on following Statistical Process (SPC) Tools with an example :  
i) Flow charts or process chart.  
ii) Histogram and Pareto diagram.  
iii) Scatter diagram. (10 Marks)
- 7 a. Enumerate a note on Implementation of ISO – 9000 series. (10 Marks)  
b. Describe the problems associated by an organization in making Commitment to TQM. (10 Marks)
- 8 a. What do you mean by six sigma and mention features and approach of Design for Six Sigma (DFSS)? (08 Marks)  
b. Explain following six sigma tools :  
i) Tools for concept or idea development.  
ii) Tools for Design development. (12 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.