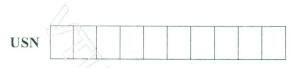


Important Note: 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages





## Seventh Semester B.E. Degree Examination, Dec.2017/Jan,2018 **Total Quality Management**

Time: 3 hrs.

Max. Marks: 100

Note: Answer FIVE full questions, selecting at least TWO questions from each part.

- PART ABriefly explain the six basic concepts of TOM. (10 Marks) Write in brief of any two Guru's of TQM (10 Marks) Explain briefly the characteristic of Quality leaders. (10 Marks) Enumerate the seven steps to strategic planning. (10 Marks) Explain briefly the customer perception towards quality. (10 Marks) Discuss any one motivational theory with example. (10 Marks) Sketch and explain Juran's trilogy (10 Marks) With neat diagram, explain the continuous process improvement cycle. (10 Marks) PART - BExplain briefly Affinity diagram and interrelationship diagram. (10 Marks) Explain briefly Tree diagram and activity network diagram. (10 Marks) With example, explain briefly pareto diagram and cause and effect diagram. (10 Marks) Explain with examples control chart and histogram. (10 Marks) Explain the steps to implement a quality management system. (10 Marks) Explain change in culture to implement TQM. (10 Marks)
- Explain the following:
  - i) Life history curve
  - ii) OC curve
  - iii) Mean time to failure
  - iv) Mean time between failure
  - v) Maintainability (10 Marks)
  - b. A system has four components A, B, C and D with reliability values of 0.98, 0.87, 0.96 and 0.92 arranged in series, if component B is changed to three parallel components and each has the same reliability, then what is the new system reliability? (10 Marks)