



USN

--	--	--	--	--	--	--	--	--	--

Seventh Semester B.E. Degree Examination, Dec.2018/Jan.2019

Total Quality Management

Time: 3 hrs.

Max. Marks: 100

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

PART - A

- 1 a. Give the change in culture required to implement total quality management. (05 Marks)
- b. List the benefits of total quality management. (05 Marks)
- c. Explain contribution made by any two quality Guru's. (10 Marks)
- 2 a. Enumerate Deming's 14 principles and explain any two of them. (10 Marks)
- b. Define leader. Explain the characteristics of a quality leader. (10 Marks)
- 3 a. Explain the performance appraisal and its formats highlighting their disadvantages. (10 Marks)
- b. What is customer feedback? Explain different tools used to collect feedback. (10 Marks)
- 4 a. What is bench marking? Explain the steps in bench marking. (10 Marks)
- b. Write a brief note on Kaizen. (05 Marks)
- c. With a neat sketch, explain the Juran tribology. (05 Marks)

PART - B

- 5 a. List out the seven steps involved in the application of forced field technique. (08 Marks)
- b. Explain the following: (12 Marks)
 - i) Tree-diagram
 - ii) Matrix-diagram
- 6 a. List the objectives of control charts for variables. (05 Marks)
- b. Explain the following: (15 Marks)
 - i) Histograms
 - ii) Pareto diagrams
 - iii) Scatter diagrams
- 7 a. Write a note on Six Sigma. (06 Marks)
- b. List the benefits of ISO registration. (08 Marks)
- c. Write a note on BALD RIDGE. (06 Marks)
- 8 a. Explain the tools for concept development. (07 Marks)
- b. Explain the tools for design verification. (07 Marks)
- c. Explain the tools for design optimization. (06 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.