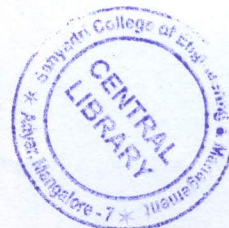


CRASH COURSE



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10ME758

Seventh Semester B.E. Degree Examination, May 2017 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. With the help of a neat sketch explain TQM framework. (10 Marks)
b. List the benefits and obstacles of TQM. (10 Marks)
- 2 a. Define leaders. Explain characteristics of a quality leader. (10 Marks)
b. Explain Deming philosophy. (10 Marks)
- 3 a. Define customer feedback and explain different tools used to collect feedback. (10 Marks)
b. Briefly explain Maslow's hierarchy of needs. (10 Marks)
- 4 a. Define bench marking and briefly explain its process. (10 Marks)
b. Write short notes on Juran trilogy and kaizen. (10 Marks)

PART - B

- 5 Briefly explain any four quality management tools. (20 Marks)
- 6 With an example explain any four SPC tool. (20 Marks)
- 7 a. List and explain the benefits of ISO registration. (10 Marks)
b. Briefly explain self assessment process. (10 Marks)
- 8 Briefly explain the tools for concept development and design optimization. (20 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.