USN

10ME758

(10 Marks)

		Total Quality Management	
		Max	Marks:100
Tin	ne: 3	1115.	Territoria de la constante de
		Note: Answer FIVE full questions, selecting at least TWO questions from each part.	
		at least I wo questions from each part.	
		PART – A	
			(10 Mar
1	a.	Briefly explain the six basic concepts of TQM. Write in brief of any two Guru's of TQM	(10 Mar
	b.	Write in brief of any two duta s of 1 Qivi	
•	•	Explain briefly the characteristic of Quality leaders.	(10 Mar
2	a.	Enumerate the seven steps to strategic planning.	(10 Mar
	b.	Eliumerate the seven steps to situit giv priming.	
•		Explain briefly the customer perception towards quality.	(10 Mai
3	a.	Discuss any one motivational theory with example.	(10 Mai
	b.	Discuss any one motivational theory with example.	
	-	Chatch and applein Lugar's trilogy	(10 Ma
4	a. b.	Sketch and explain Juran's trilogy With neat diagram, explain the continuous process improvement cycle.	(10 Ma
		PART - B	(10 Ma
5	a.	Explain briefly Affinity diagram and interrelationship diagram.	(10 Ma
	b.	Explain briefly Tree diagram and activity network diagram.	(IV IVA
6	a.	With example, explain briefly pareto diagram and cause and effect diagram.	(10 Ma
o	b.	Explain with examples control chart and histogram.	(10 Ma
		C. Li the structo involument a quality management system	(10 Ma
7	a.	Explain the steps to implement a quality management system. Explain change in culture to implement TQM.	(10 Ma
	b.	Explain thange in cuation to implement 1 4	9.5
8	a.	Explain the following:	
· ·	ч.	i) Life history curve	
		ii) OC curve	
	_	iii) Mean time to failure	
	1	iv) Mean time between failure	(10 Ma
		Maintainability A system has four components A, B, C and D with reliability values of 0.98,	

has the same reliability, then what is the new system reliability?