

## Sixth Semester B.E. Makeup Examination, May/June 2018-19

**TOTAL QUALITY MANAGEMENT**

Time: 3 Hours

Max. Marks: 100

- Instructions:**
1. Unit I and Unit II are compulsory
  2. Select one question from remaining each unit

**UNIT – I (Compulsory)**

- |  | L   | CO  | PO    | M    |
|--|-----|-----|-------|------|
| a. Briefly explain historical background of TQM. | (2) | (1) | (7,8) | (10) |
| b. Explain characteristics of quality leaders.   | (2) | (1) | (7,8) | (10) |

**UNIT – II (Compulsory)**

- |  |     |     |       |      |
|--|-----|-----|-------|------|
| a. Explain with neat sketch the Kano model representing the three major areas of customer satisfaction | (2) | (1) | (7,8) | (10) |
| b. Explain the term Team and briefly explain the different types of teams.                             | (2) | (1) | (7,8) | (10) |

**UNIT - III**

- |  | L   | CO  | PO    | M    |
|--|-----|-----|-------|------|
| a. Explain input/output process model related to continuous improvement. | (2) | (2) | (7,8) | (10) |
| b. Explain Juran Trilogy with neat sketch.                               | (2) | (2) | (7,8) | (10) |

**OR**

- |  |     |     |        |      |
|--|-----|-----|--------|------|
| a. How does "Kaizen" differ from traditional Quality Management  | (2) | (2) | (7,11) | (10) |
| b. Explain failure mode and effect analysis technique to identify foreseeable failure modes of a product or process and planning | (2) | (2) | (7,8)  | (10) |

**UNIT - IV**

- |  | L   | CO  | PO    | M    |
|--|-----|-----|-------|------|
| a. Discuss the following in brief: (i) Forced field analysis (ii) Affinity diagram | (2) | (3) | (7)   | (10) |
| b. With help of neat sketches, explain activity network diagram.                   | (2) | (3) | (7,8) | (10) |

**OR**

- |   |     |     |       |      |
|---|-----|-----|-------|------|
| a. Explain process flow diagram of SPC. | (2) | (3) | (7)   | (10) |
| b. Explain briefly scatter diagram.     | (2) | (3) | (7,8) | (10) |

**UNIT - V**

- |  | L   | CO  | PO     | M    |
|--|-----|-----|--------|------|
| a. Explain change management related to building and sustaining performance excellence in organization | (2) | (4) | (7,8)  | (10) |
| b. Explain self-assessment processes in building performance excellence in organization.               | (2) | (4) | (7,11) | (10) |

OR

L CO PO M

- 8 a. Write a short note on
1. Role of Information Technology in Total Quality Management
  2. Change management
  3. Reengineering
  4. Malcolm Baldrige award

(2) (5) (7,8) (20)

16ME667

# Sixth Semester B.E Semester End Examination, May/June 2019

## TOTAL QUALITY MANAGEMENT

Time: 3 Hours

Max. Marks: 100

- Instructions:
1. Unit I and Unit II are compulsory
  2. Select one question from remaining each unit

### UNIT - I (Compulsory)

- |   | L   | CO  | PO    | M    |
|---|-----|-----|-------|------|
| 1 a. Explain the term TQM and briefly discuss the six approaches of TQM | (2) | (1) | (7,8) | (10) |
| b. Explain characteristics of quality leaders                           | (2) | (1) | (7,8) | (10) |

### UNIT-II (Compulsory)

- |  |     |     |       |      |
|--|-----|-----|-------|------|
| 2 a. List and Explain the six important factors that influence consumer purchases                    | (2) | (1) | (7,8) | (10) |
| b. Discuss the factors using which customer's complaints that can be handled with positive approach. |     |     |       |      |

### UNIT - III

- |  | L   | CO  | PO    | M    |
|--|-----|-----|-------|------|
| 3 a. Explain Juran trilogy with neat sketch.   | (2) | (2) | (7,8) | (10) |
| b. Explain any four problem solving methods related to continuous process improvement. | (2) | (2) | (7,8) | (10) |

OR

- |   |     |     |        |      |
|---|-----|-----|--------|------|
| 4 a. What do you mean by Quality function deployment? What are the benefits of Quality function deployment? | (2) | (2) | (7,11) | (10) |
| b. What is Bench Marking? Explain reasons for Bench Marking.  | (2) | (2) | (7,8)  | (10) |

### UNIT - IV

- |   |     |     |       |      |
|---|-----|-----|-------|------|
| 5 a. Discuss the following in brief: (i) Nominal group technique (ii) Affinity diagram. | (2) | (3) | (7)   | (10) |
| b. With help of neat sketches, explain Tree diagram.                                    | (2) | (3) | (7,8) | (10) |

OR

- |  |     |     |       |      |
|--|-----|-----|-------|------|
| 6 a. Explain Pareto diagram of SPC.  | (2) | (3) | (7)   | (10) |
| b. Explain briefly the state of control and out of control process charts. | (2) | (3) | (7,8) | (10) |

### UNIT - V

- |  |     |     |       |      |
|--|-----|-----|-------|------|
| 7 a. Explain self-assessment processes in building performance excellence in organization.                                     | (2) | (4) | (7,8) | (10) |
| b. Explain organizational culture and total quality related to building and sustaining performance excellence in organization. |     |     |       |      |

OR

- |   |     |     |       |      |
|---|-----|-----|-------|------|
| 8 a. With neat sketch, explain the Malcom Baldrige model for excellence in business performance | (2) | (5) | (7,8) | (10) |
| b. Explain in brief: ISO 9000 series of standards.  | (2) | (5) | (7,8) | (10) |

Note: L (Level), CO (Course Outcome), PO (Programme Outcome), M (Marks)

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15MEG

## Sixth Semester B.E. Semester End Examination, May / June 2018

### TOTAL QUALITY MANAGEMENT

Max. Marks: 100

Time: 3 Hours

**Instructions:**

1. Unit-I and II questions are compulsory
2. Answer any 1 FULL question from remaining units.

**UNIT - I**

- 1 a Define TQM and briefly discuss the six approaches of TQM. 10 M  
(Level [ 2 ], CO [ 1 ], PO [ 7 ])
- b Explain characteristics of quality leaders. 10 M  
(Level [ 2 ], CO [ 1 ], PO [ 7 ])

**UNIT- II**

- 2 a Explain ASQ survey on end user perception of important factors that influence purchases. 10 M  
(Level [ 2 ], CO [ 2 ], PO [ 7 ])
- b What actions organizations take to handle customer complaints? Explain 10 M  
(Level [ 2 ], CO [ 2 ], PO [ 7 ])

**UNIT- III**

- 3 a Explain Juran trilogy with neat sketch. 10 M  
(Level [ 2 ], CO [ 3 ], PO [ 7 ])
- b Explain any four problem solving methods related to continuous process improvement. 10 M

**OR**

- 4 a What do you mean by Quality function deployment? What are the benefits of Quality function deployment? 10 M  
(Level [ 2 ], CO [ 3 ], PO [ 7 ])
- b Explain with neat sketch organizational evaluation and product evaluation standards of ISO 14000 series. 10 M  
(Level [ 2 ], CO [ 3 ], PO [ 7 ])

**UNIT-IV**

- 5 a Discuss the following in brief: (i) Forced field analysis (ii) Affinity diagram. 10 M  
(Level [ 2 ], CO [ 4 ], PO [ 7 ])
- b With help of neat sketches, explain activity network diagram. 10 M  
(Level [ 2 ], CO [ 4 ], PO [ 7 ])

**OR**

- 6 a Explain process flow diagram of SPC. 10 M  
(Level [ 2 ], CO [ 4 ], PO [ 7 ])
- b Explain briefly scatter diagrams. 10 M  
(Level [ 2 ], CO [ 4 ], PO [ 7 ])

**UNIT-V**

- 7 a Explain self-assessment processes in building performance excellence in organization. 10 M  
(Level [ 2 ], CO [ 5 ], PO [ 7 ])
- b Explain organizational culture and total quality related to building and sustaining performance excellence in organization. 10 M  
(Level [ 2 ], CO [ 5 ], PO [ 7 ])

**OR**

- 8 a With neat sketch, explain the Malcom Baldrige model for excellence in business performance. 10 M  
(Level [ 2 ], CO [ 5 ], PO [ 7 ])
- b Explain in brief :ISO 9000 series of standards. 10 M  
(Level [ 2 ], CO [ 5 ], PO [ 7 ])

15ME666

**Sixth Semester B.E. Makeup Examination, June 2018**  
**TOTAL QUALITY MANAGEMENT**

Time: 3 Hours

Max. Marks: 100

**Instructions:**

1. Unit I and II are compulsory.
2. Answer any one FULL question from remaining units.

**UNIT-I**

- 1 a Briefly explain historical background of TQM. 10 M  
 (Level [ 2 ], CO [ 1 ], PO [ 7 ])
- b Explain characteristics of quality leaders. 10 M  
 (Level [ 2 ], CO [ 1 ], PO [ 7 ])

**UNIT-II**

- 2 a Explain with neat sketch the Kano model representing the three major areas of customer satisfaction. 10 M  
 (Level [ 2 ], CO [ 2 ], PO [ 7 ])
- b Define the term team and briefly explain the different types of teams. 10 M  
 (Level [ 2 ], CO [ 2 ], PO [ 7 ])

**UNIT-III**

- 3 a Explain input/output process model related to continuous improvement. 10 M  
 (Level [ 2 ], CO [ 3 ], PO [ 7 ])
- b Explain Juran trilogy with neat sketch. 10 M  
 (Level [ 2 ], CO [ 3 ], PO [ 7 ])

**OR**

- 4 a How does "Kaizen" differ from traditional Quality Management 10 M  
 (Level [ 2 ], CO [ 3 ], PO [ 7 ])
- b Explain failure mode and effect analysis technique to identify foreseeable failure modes of a product or process and planning. 10 M  
 (Level [ 2 ], CO [ 3 ], PO [ 7 ])

**UNIT-IV**

- 5 a Discuss the following in brief: (i) Nominal group technique (ii) Affinity diagram. 10 M  
 (Level [ 2 ], CO [ 4 ], PO [ 7 ])
- b With help of neat sketches, explain Tree diagram. 10 M  
 (Level [ 2 ], CO [ 4 ], PO [ 7 ])

**OR**

- 6 a Explain Pareto diagram of SPC. 10 M  
 (Level [ 2 ], CO [ 4 ], PO [ 7 ])
- b Explain briefly the state of control and out of control process charts. 10 M  
 (Level [ 2 ], CO [ 4 ], PO [ 7 ])

**UNIT-V**

- 7 a Explain change management related to building and sustaining performance excellence in organization. 10 M  
 (Level [ 2 ], CO [ 5 ], PO [ 7 ])
- b Explain self-assessment processes in building performance excellence in organization. 10 M  
 (Level [ 2 ], CO [ 5 ], PO [ 7 ])

**OR**

- 8 a With neat sketch, explain the six sigma model for excellence in business performance 10 M  
 (Level [ 2 ], CO [ 5 ], PO [ 7 ])
- b Explain in brief: ISO 9000 series of standards. 10 M  
 (Level [ 2 ], CO [ 5 ], PO [ 7 ])