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Sixth Semester B.E. Makeup Examination, May/June 2018-19 TOTAL QUALITY MANAGEMENT

me: 3 Hours Max. Marks: 100

Instructions: 1. Unit I and Unit II are compulsory

2. Select on question from remaining each unit

				de	The age of the same	
		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)	1.		*	
	a.	Explain with neat sketch the Kano model representing the three major areas of	custom	er satisfa	ction	
			(2)	(1)	(7,8)	(10)
	b.	Explain the term Team and briefly explain the different types of teams.	(0)	(1)	(70)	(10)
			(2)	(1)	(7,8)	(10)
		UNIT - III	L	CO	PO	M
	a.	Explain input/output process model related to continuous improvement.			(= 0)	(10)
			(2)	(2)	(7,8)	(10)
	b.	Explain Juran Trilogy with neat sketch.			(5.0)	(10)
			(2)	(2)	(7,8)	(10)
		OR The state of th				,
	a.	How does "Kaizen" differ from traditional Quality Management				
			(2)	(2)	(7,11)	(10)
	b.	Explain failure mode and effect analysis technique to identify foreseab	le failu	re mod	es of a p	roduct
		or process and planning				
			(2)	(2)	(7,8)	(10)
		UNIT - IV	L	CO	PO	M
	a.	Discuss the fallowing in brief: (i) Forced field analysis (ii) Affinity diag	ram			
			(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.				
	ч.	Explain process now diagram of br c.	(2)	(3)	(7)	(10)
٧.	b.	Evaluin bais Consention diagram				
	υ.	Explain briefly scatter diagram	(2)	(3)	(7,8)	(10)
			L	CO	PO	M
		UNIT - V				
	a.	Explain change management related to building and sustaining	peric	mance	CACCIIC	,1100 111
		organization			(7,8)	(10)
	,		(2)			(10)
	b.	Explain self-assessment processes in building performance excellence	m orga		 (7 11)	(10)
			(2	(4)	(7,11)	(10)

OR

CO PO

Write a short note on 8

1. Role of Information Technology in Total Quality Management

2. Change management

3.Rengineering
4.Malcolm Baldrige award

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

16ME667

Sixth Semester B.E Semester End Examination, May/June 2019 TOTAL QUALITY MANAGEMENT

A.E.S.	1	2 Hours	ENT			
1	Time:	3 Hours		Ma	x. Marks:	: 100
		Instructions: 1. Unit I and Unit II are compulsory 2. Select one question from remaining ea	ch unit			
,						4
)		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		4	No.	
			(2)	(1)	(7,8)	(10)
		UNIT-II (Compulsory)	- A	() July	' ,	
2	a.	List and Explain the six important factors that influence consumer pur	chases	* 3		
	b.	Discuss the factors using which customer's complaints that can be har	(2) idled wi	(1) th posi	(7,8) tive appro	(10) oach.
)	00	DO.	M
3	a.	UNIT – III Explain Juran trilogy with neat sketch.	L	СО	PO	IVI
3	α.	Explain suran anogy with heat sketch.	(2)	(2)	(7,8)	(10)
)	b.	Explain any four problem solving methods related to continuous process imp	` '	, ,	(' , ' ,	
			(2)	(2)	(7,8)	(10)
		OR OR				
4	a.	What do you mean by Quality function deployment? What are the benefits o			_	
	1.	What is David Marking? Fundain recent of Banch Marking	(2)	(2)	(7,11)	(10)
9	b.	What is Bench Marking? Explain reasons for Bench Marking.	(2)	(2)	(7,8)	(10)
		UNIT -IV	(2)	(2)	(7,0)	(10)
5	a.	Discuss the fallowing in brief (i) Nominal group technique (ii) Affinity diag	ram.			
9			(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)	(2)	(7)	(10)
•	b.	Explain briefly the state of control and out of control process charts.	(2)	(3)	(7)	(10)
			(2)	(3)	(7,8)	(10)
•		UNIT - V	,		(. , -)	(20)
7	a	Explain self-assessment processes in building performance excellence in orga	nization			
5	A SERVICE OF THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TO THE PERSON NAME	3	(2)	(4)	(7,8)	(10)
1	Barre	Explain organizational culture and total quality related to building and susta organization.	ining per	rformar	ice excelle	ence in
		OR	(2)	(4)	(7,11)	(10)
8	a.	With neat skotch and it is a Mark Bullion and I for a mallongs in busin	ecc norfo	umane.		
•		With neat sketch, explain the Malcom Baldrige model for excellence in busin	(2)		(7,8)	(10)
	b.	Explain in brief: ISO 9000 series of standards.	(-)		(7,0)	(-0)
7		- States, 190 9000 Sciics of Stailuaius.	(2)	(5)	(78)	(10)

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

TOTAL QUALITY MANAGEMENT

Time: 3 Hours

Max. Marks: 100

Instructions:

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

			UNIT - I	10 M
	1	a	Define TQM and briefly discuss the six approaches of TQM.	10 141
,	,		(Level [2], CO[1], PO[7])	10 M
,		b	Explain characteristics of quality leaders.	10 141
			Explain characteristics of quality leaders. (Level [2], CO [1], PO [7])	
)			UNIT- II	10 M
	2	a	Explain ASQ survey on end user perception of important factors that influence	10 1.1
			purchases. (Level [-2], CO [-2], PO [-7])	consistence of the same determination of the same
)				10 M
		Ь	What actions organizations take to handle customer complaints? Explain (Level [2], CO [2], PO [7])	
)			UNIT- III	
,	3	a	Explain Juran trilogy with neat sketch.	10 M
•	٦.	a,	(Level [2], CO[3], PO[7])	
)		b	Explain any four problem solving methods related to continuous process	10 M
		Ü	improvement.	
)			OR	
)	4	a	What do you meant by Quality function deployment? What are the benefits of Quality	10 M
			function deployment?	
)			(Level [2], CO[3], PO[7])	10.34
)		b	Explain with neat sketch organizational evaluation and product evaluation standards	10 M
•			of ISO 14000 series.	
) .			(Level [2], CO[3], PO[7])	
			UNIT-IV	10 M
	5	a	Discuss the following in brief: (i) Forced field analysis (ii) Affinity diagram. (Level [2], CO[4], PO[7])	10 141
l,			With help of neat sketches, explain activity network diagram.	10 M
		b	(Level [2], CO[4], PO[7])	20 1.2
٠.			OR	
	6	. 0	Explain process flow diagram of SPC.	10 M
	U	a	(Level [2], CO[4], PO[7])	
		Ъ.	Explain briefly scatter diagrams.	10 M
		U	(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	10 M
			performance excellence in organization.	
			(Level [2], CO[5], PO[7])	
			OR	
	8	a	With neat sketch, explain the Malcom Baldrige model for excellence in business	10 M
			performance	
			(Level [2], CO[5], PO[7])	
		b	Explain in brief: ISO 9000 series of standards.	10 M
			(Level [2], CO[5], PO[7]	

Sixth Semester B.E. Makeup Examination, June 2018 15ME666

TOTAL QUALITY MANAGEMENT

ime: 3 Hours

Max. Marks: 100

Instructions:

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

		YINYM -	San
1	a	UNIT-I Briefly explain historical background of TQM.	10.70
		or print instance background of IQM.	10 M
	b	Explain characteristics of quality leaders. (Level [2], CO [1], PO [7])	10 M
		(Level [2], CO [1], PO [7])	10 141
		UNIT-II	
2	a	Explain with neat sketch the Kano model representing the three major areas of	10 M
		customer satisfaction.	10 1.1
		(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
	1	(Level [2], CO[3], PO[7])	4035
	b	Explain Juran trilogy with neat sketch.	10 M
		(Level [2], CO[3], PO[7])	
4	a	How does "Kaizen" differ from traditional Quality Management	10 M
7	a	(Level [2], CO[3], PO[7])	10 171
	b	Explain failure mode and effect analysis technique to identify foreseeable failure	10 M
€		modes of a product or process and planning.	
		(Level [2], CO[3], PO[7])	
		UNIT-IV	
5	a	Discuss the following in brief: (i) Nominal group technique (ii) Affinity diagram.	10 M
	. h	(Level [2], CO[4], PO[7])	10.74
	Ъ	With help of neat sketches, explain Tree diagram. (Level [2], CO[4], PO[7])	10 M
		OR	
6	a	Explain Pareto diagram of SPC.	10 M
		(Level [2], CO[4], PO[7])	10 111
	b	Explain briefly the state of control and out of control process charts.	10 M
		(Level [2], CO[4], PO[7])	
7		UNIT-V	
7	a	Explain change management related to building and sustaining performance	10 M
		excellence in organization.	
	b	(Level [2], CO[5], PO[7]) Explain self-assessment processes in building performance excellence in organization.	40
	Ü	(Level [2], CO[5], PO[7])	10 M
		OR	
8	a	With neat sketch, explain the six sigma model for excellence in business performance	10 M
		(Level [2], CO[5], PO[7])	TO IVI
	b	Explain in brief: ISO 9000 series of standards.	10 M
		(Level [2], CO[5], PO[7])	