

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) |

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

Instructions:

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

UNIT - I

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

UNIT- II

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

UNIT- III

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

OR

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

UNIT-IV

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

OR

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

UNIT-V

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

OR

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

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. (2) (4) (7,11) (10)

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)

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

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])

Sixth Semester B.E. / B. Arch. Semester End Examination, July-August 2021-22

TOTAL QUALITY MANAGEMENT

Time: 3 Hours

Max. Marks: 100

Instructions:	1.	Answer any FIVE questions , Choosing one full question from each of the unit
	2.	All questions carry equal marks

		UNIT - I	L	CO	PO	M
1	a.	Define TQM. Briefly explain the Six basic concepts of TQM	(2)	(1)	(1)	(10)
	b.	Enumerate Deming's 14 principles and explain any two of them	(2)	(1)	(1)	(10)
		OR				
2	a.	Explain any 5 characteristics of Quality Leaders	(2)	(1)	(1)	(10)
	b.	Sketch and explain the TQM Frame work	(2)	(1)	(1)	(10)
		UNIT - II	L	CO	PO	M
3	a.	Explain Herberg's two factor theory	(2)	(2)	(1)	(10)
	b.	Explain how to achieve a motivated work force	(2)	(2)	(1)	(10)
		OR				
4	a.	Explain the Appraisal Formats in form of a table with type description	(2)	(2)	(1)	(10)
	b.	Explain the Characteristics and Expectations of a customer in the form of a table	(2)	(2)	(1)	(10)
		UNIT - III	L	CO	PO	M
5	a.	Explain the input/output process model.	(2)	(3)	(1)	(08)
	b.	Explain the Juran Trilogy with a neat sketch.	(2)	(3)	(1)	(12)
		OR				
6	a.	Sketch the continuous improvement process cycle w.r.t. PDCA cycle and explain any two.	(3)	(3)	(1)	(10)
	b.	Explain i.) Six Sigma ii.) Malcolm Baldrige National Quality Award.	(2)	(3)	(1)	(10)
		UNIT - IV	L	CO	PO	M
7	a.	Write short note on Benefits of ISO Registration	(2)	(4)	(1)	(10)
	b.	Explain the ISO 9000 series of standards	(2)	(4)	(1)	(10)
		OR				
8	a.	Explain ISO 14000 Series of standards w.r.t. Product evaluation standards	(2)	(4)	(1)	(10)

	b.	Explain the benefits of QFD with block diagram				
			(2)	(4)	(1)	(10)
		UNIT -V	L	CO	PO	M
9	a.	Differentiate product development flow diagram between Sequential Engineering and Quality by Design with the help of block diagram.				
			(3)	(5)	(1)	(10)
	b.	Explain the benefits of Quality by Design				
			(2)	(5)	(1)	(10)
		OR				
10	a.	Define FMEA. List the stages of FMEA				
			(1)	(5)	(1)	(10)
	b.	Explain with sketches i.)Histograms ii.) Pareto diagrams				
			(3)	(5)	(1)	(10)

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Sixth Semester B.E. / B. Arch. Semester End Examination, July-August 2021-22

TOTAL QUALITY MANAGEMENT

Time: 3 Hours

Max. Marks: 100

Instructions:	1.	Answer any FIVE questions , Choosing one full question from each of the unit
	2.	All questions carry equal marks

		UNIT - I	L	CO	PO	M
1	a.	Explain the various dimensions of quality with meaning and an example for each	(2)	(1)	(1)	(10)
	b.	Explain the Mission statement , Mission statement and Quality policy statement	(2)	(1)	(1)	(10)
		OR				
2	a.	Briefly explain the Six basic concepts of TQM	(2)	(1)	(1)	(10)
	b.	Explain the Benefits of TQM	(2)	(1)	(1)	(10)
		UNIT - II	L	CO	PO	M
3	a.	Explain the six Customer perception of Quality	(2)	(2)	(1)	(10)
	b.	Explain Maslow's Hierarchy of needs	(2)	(2)	(1)	(10)
		OR				
4	a.	Explain the ground rules for employee participation for suggestion in improving the system	(2)	(2)	(1)	(10)
	b.	Explain the benefits of Employee Involvement	(2)	(2)	(1)	(10)
		UNIT - III	L	CO	PO	M
5	a.	Explain Improvement Strategies	(2)	(3)	(1)	(10)
	b.	Explain the different types of problems in continuous improvement process	(2)	(3)	(1)	(10)
		OR				
6	a.	List the 10 principles of customer/supplier relations written by Dr. Ishikawa.	(2)	(3)	(1)	(10)
	b.	Explain any 4 supplier certification criteria	(2)	(3)	(1)	(10)
		UNIT - IV	L	CO	PO	M
7	a.	Explain ISO 14000 Series of standards w.r.t. Organization evaluation standards	(2)	(4)	(1)	(10)
	b.	Explain the Benefits of EMS	(2)	(4)	(1)	(10)
		OR				

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

8	a.	Explain the various parts of House of quality with a block diagram				
			(2)	(4)	(1)	(10)
	b.	Explain QFD process with the help of a block diagram				
			(2)	(4)	(1)	(10)
		UNIT -V	L	CO	PO	M
9	a.	Explain the benefits of FMEA				
			(2)	(5)	(1)	(10)
	b.	Explain with sketches i) Pareto diagram ii) Cause and effect diagram				
			(3)	(5)	(1)	(10)
		OR				
10	a.	Explain Control charts for variables and attributes.				
			(2)	(5)	(1)	(10)
	b.	Differentiate product development flow diagram between Sequential Engineering and Quality by Design with the help of block diagram.				
			(3)	(5)	(1)	(10)