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

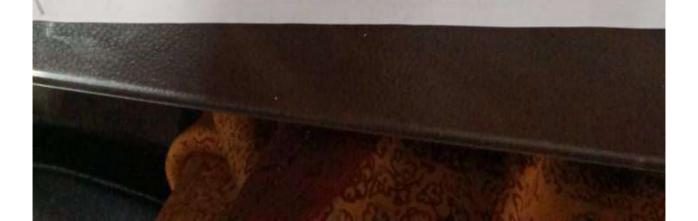
me: 3 Hours Max. Marks: 100

Instructions: 1. Unit I and Unit II are compulsory

2. Select on question from remaining each unit

	UNIT - I (Compulsory)	L	co	PO	М
ac	Briefly explain historical background of TQM.				
	Company of the Compan	(2)	(1)	(7,8)	(10)
Ъ.	Explain characteristics of quality leaders.	. 1			
100		(2)	(1)	(7,8)	(10)
		100		(.10)	L. Carrie
-	UNIT – II (Compulsory)	Consideran	ne entire	Caprion	
a.	Explain with neat sketch the Kano model representing the three major areas of				710x
6		(2)	(1)	(7,8)	(10)
b.	Explain the term Team and briefly explain the different types of teams.	125	711	(7,8)	(10)
	(4)	(2)	(1)		1000
	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				
	The state of the s	(2)	(2)	(7,11)	(10)
b.	Explain failure mode and effect analysis technique to identify foreseab		re mod	es of a p	roduct
	or process and planning	(2)	(2)	(2.0)	(10)
		(2)	(2)	(7,8)	
	UNIT - IV	L	CO	PO	M
a.	Discuss the fallowing in brief: (i) Forced field analysis (ii) Affinity diag			-	
		(2)	(3)	(7)	(10)
Ъ.	With help of neat sketches, explain activity network diagram.				
		(2)	(3)	(7,8)	(10)
	OR				
8.	Explain process flow diagram of SPC.				
	Proposition and the second sec	(2)	(3)	(7)	(10)
Ъ.	Explain briefly scatter diagram	1-2			111400000000000000000000000000000000000
***	e-spiani (nieny scatter diagram	(2)	(3)	(7,8)	(10)
		L	CO	PO	M
	UNIT - V	2419			
а,	Explain change management related to building and sustaining organization	perior			
		(2)	(4)	(7,8)	(10)
b.	Explain self-assessment processes in building performance excellence	n orga	nization	i,	
		(2)	(4)	(7,11)	(10)
		100000	The second		

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



Answer any 1 FULL question from remaining units. UNIT - I 10 1 Define TQM and briefly discuss the six approaches of TQM. (Level [2], CO[1], PO[7]) Explain characteristics of quality leaders. 10 1 (Level [2], CO[1], PO[7]) UNIT- II Explain ASQ survey on end user perception of important factors that influence 10 N purchases. (Level [2], CO[2], PO[7]) What actions organizations take to handle customer complaints? Explain 10 N (Level [2], CO [2], PO [7]) UNIT- III Explain Juran trilogy with neat sketch. 10 N (Level [2], CO[3], PO[7]) Explain any four problem solving methods related to continuous process 10 N improvement. OR What do you meant by Quality function deployment? What are the benefits of Quality 10 M function deployment? (Level [2], CO[3], PO[7]) Explain with neat sketch organizational evaluation and product evaluation standards 10 M of ISO 14000 series. (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]) 10 M Explain briefly scatter diagrams. (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 10 M performance excellence in organization. (Level [2], CO[5], PO[7]) With neat sketch, explain the Malcom Baldrige model for excellence in business 10 M performance (Level [2], CO[5], PO[7]) 10 M Explain in brief :ISO 9000 series of standards. (Level [2], CO[5], PO[7]

Unit-I and II questions are compulsory

Instructions:

I.



	H	Sixth Semester B.E Semester End Examination		une 2	2019	
1	H	TOTAL QUALITY MANAGEME	NT			
A	ime:	3 Hours		Max. N	Vlarks: 10	0
1		Instructions: 1. Unit I and Unit II are compulsory 2. Select one question from remaining each	h unit			
7		UNIT - I (Compulsory)	L	со	PO	M
1	a.	Explain the term TQM and briefly discuss the six approaches of TQM			CE	
	ъ.	Explain characteristics of quality leaders	(2)	(1)	(7,8-)	(10)
			(2)	(A)	(7,8)	(10)
		UNIT-II (Compulsory) List and Explain the six important factors that influence consumer pur	chases	7		
2	a.		(2)	(1)	(7,8)	(10)
)	b.	Discuss the factors using which customer's complaints that can be har	idled with	positi	ve appro	ach.
)		UNIT-III	L	CO	PO	M
3	а.	Explain Juran trilogy with neat sketch.	(2)	(2)	(7,8)	(10)
-		Explain any four problem solving methods related to continuous process im	1.0000000000000000000000000000000000000		(110)	30.76
)	b.	Explain any four problem solving methods related to copania as problems	(2)	(2)	(7,8)	(10)
)		OR (V		er overtee	. danlaser	sent?
)4	a.	What do you mean by Quality function deployment? What are the benefits of	(2)	(2)	(7,11)	(10)
)	b.	What is Bench Marking? Explain reasons for Bench Marking.	(2)	(2)	(7,8)	(10)
		UNIT-IV	(2)	(4)	(750)	5233
15	3.	Discuss the fallowing in brief (i) Nominal group technique (ii) Affinity dia	gram.		1127.000	64.00
9		The second second	(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				
07	a,	Explain self-assessment processes in building performance excellence in o	rganization	1.	(7.6)	(10)
	10		(~)	6.4	(7,8) ince excel	
2	13	Explain organizational culture and total quality related to building and su organization.				
1	7	OR	(2)	(4)	(7,11)	(10)
1		With neat sketch, explain the Malcom Baldrige model for excellence in bu	siness per	forman	ce	
0	3 a.	With neat sketch, explain the Malcom Baidinge model for executive	(2)	(5)	(7,8)	(10
)	b	Explain in brief: ISO 9000 series of standards.	(2)	(5)	(7,8)	(10
ľ		Note: L (Level),CO (Course Outcome), PO (Programme Outcome), N	(Marks)			
1		Note: L (Level), CO (Course Outcome), PO (Programme Outcome),	M (Marks)			
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		A STATE OF THE STA				
		THE RESERVE OF THE PARTY OF THE				

TOTAL QUALITY MANAGEMENT makeup Examination, June 2018

Max. Marks: 100

Instructions:

me: 3 Hours

Unit I and II are compulsory. Z.

Answer any one FULL question from remaining units.

1	a	Briefly explain historical background of TQM.	
		The state of the s	10 M
	ь	Explain characteristics of quality leaders. (Level [2], CO[1], PO[2])	10.30
		(Level[2], CO[13, 20[7])	10 M
2	T site in	TATE II	
2	a	Explain with neat sketch the Kana model and a sketch the Kana model and the sketch the	10 M
		customer satisfaction.	
	b	Dag., a. (Level[2],CO[2],PO[7])	
	· ·	Define the term team and briefly explain the different types of teams.	10 M
		(bevel[2], 00[2], P0[7])	
3	a	Evalsia in Land	
196	(398)	Explain input/output process model related to continuous improvement.	10 M
	ь	Evoluin Turns 4.7 (Level [2], CO[3], PO[7])	
	135	Explain Juran trilogy with neat sketch.	10 M
		(Led[2],CO[3],PO[7])	
4	23	How does "Kaizen" differ from traditional Quality Management	10 M
		(Level [2], CO[3], PO[7])	201 201
	Ь	Explain failure mode and effect analysis technique to identify foreseeable failure	10 M
		modes of a product or process and planning.	30.00
		(Level [2], CO[3], PO[7])	
		UNIT-IV	
5	a	Discuss the following in brief: (i) Nominal group technique (ii) Affinity diagram.	16 M
		(Level [2], CO(4), PO[7])	
	b	With help of neat sketches, explain Tree diagram.	10 M
		(Level [2], CO[4], PO[7])	
100		OR	
6	3.	Explain Pareto diagram of SPC.	10.31
	4	(Level[2],CO(4],FO[7])	
	b	Explain briefly the state of control and out of control process charts.	10 M
		(Level 21, CO(4), PO(7))	
7		UNIT-V	
	2	Explain change management related to building and sustaining performance excellence in organization.	50 76
		(Level [2], CO(5], PO(7))	
	Ь	Explain self-assessment processes in building performance excellence in organization.	20.31
	1.75	(Level 2), CO(5), PO(7))	10.00
		OR	
8	а	With neat sketch, explain the six sigma model for excellence in business performance	10 10
300	400	(Level (2), CO(5), PO(7))	
	ь	Explain in brief: ISO 9000 series of standards.	10 M
	W.	(Level [2], CO(5], PO(7])	50.00
		(matrices red all	



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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
	<i>2</i> .	All questions carry equal marks

		UNIT - I	L	CO	PO	M
1	a.	Define TQM. Briefly explain the Six basic concepts of TQM			ı	1
			(2)	(1)	(1)	(10)
	b.	Enumerate Deming's 14 principles and explain any two of them	I	I	ı	1
			(2)	(1)	(1)	(10)
		OR				
2	a.	Explain any 5 characteristics of Quality Leaders	I	I	ı	1
			(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			1	
			(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 o			1	1
	1		(2)	(2)	(1)	(10)
		UNIT - III	L	CO	PO	M
5	a.	Explain the input/output process model.	T	T	1	1
	1		(2)	(3)	(1)	(08)
	b.	Explain the Juran Trilogy with a neat sketch.	1	T	1 (4)	1 (4.5)
			(2)	(3)	(1)	(12)
		OR				
6	a.	Sketch the continuous improvement process cycle w.r.t. PDSA cycle and	_	1		1
			(3)	(3)	(1)	(10)
	b.	Explain i.) Six Sigma ii.) Malcolm Baldrige National Quality Award.	(2)	(2)	(1)	(10)
	-		(2)	(3)	(1)	(10)
	1	UNIT - IV	L	CO	PO	M
7	a.	Write short note on Benefits of ISO Registration	(2)		(4)	(10)
	1		(2)	(4)	(1)	(10)
	b.	Explain the ISO 9000 series of standards	(2)	(4)	(1)	(10)
	-		(2)	(4)	(1)	(10)
		OR]
8	a.	Explain ISO 14000 Series of standards w.r.t. Product evaluation standard	-	(4)	(4)	(10)
			(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 b 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)				

USN						18ME658

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	СО	PO	M
1	a.	Explain the various dimensions of quality with meaning and an examp	le for each	1		
			(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 i	mproving	the syst	tem	
			(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 pro-	ocess			
			(2)	(3)	(1)	(10)
		OR				
6	a.	List the 10 principles of customer/supplier relations written by Dr. Ishi	kawa.			•
			(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 s	standards			
			(2)	(4)	(1)	(10)
	b.	Explain the Benefits of EMS				
			(2)	(4)	(1)	(10)
		OR				

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 E Design with the help of block diagram.	Engineer	ring and	d Quali	ty by								
			(3)	(5)	(1)	(10)								