

**Seventh Semester B.E. Degree Examination, Dec.2018/Jan.2019**

**Total Quality Management**

Time: 3 hrs.

Max. Marks:100

**Note: Answer any FIVE full questions, selecting at least TWO questions from each part.**

**PART – A**

- 1 a. Give the change in culture required to implement total quality management. (05 Marks)  
b. List the benefits of total quality management. (05 Marks)  
c. Explain contribution made by any two quality Guru's. (10 Marks)
- 2 a. Enumerate Deming's 14 principles and explain any two of them. (10 Marks)  
b. Define leader. Explain the characteristics of a quality leader. (10 Marks)
- 3 a. Explain the performance appraisal and its formats highlighting their disadvantages. (10 Marks)  
b. What is customer feedback? Explain different tools used to collect feedback. (10 Marks)
- 4 a. What is bench marking? Explain the steps in bench marking. (10 Marks)  
b. Write a brief note on Kaizen. (05 Marks)  
c. With a neat sketch, explain the Juran tribology. (05 Marks)

**PART – B**

- 5 a. List out the seven steps involved in the application of forced field technique. (08 Marks)  
b. Explain the following:  
i) Tree-diagram  
ii) Matrix-diagram (12 Marks)
- 6 a. List the objectives of control charts for variables. (05 Marks)  
b. Explain the following:  
i) Histograms  
ii) Pareto diagrams  
iii) Scatter diagrams (15 Marks)
- 7 a. Write a note on Six Sigma. (06 Marks)  
b. List the benefits of ISO registration. (08 Marks)  
c. Write a note on BALD RIDGE. (06 Marks)
- 8 a. Explain the tools for concept development. (07 Marks)  
b. Explain the tools for design verification. (07 Marks)  
c. Explain the tools for design optimization. (06 Marks)