

**Seventh Semester B.E. Degree Examination, Dec.2015/Jan.2016**  
**Total Quality Management**

Time: 3 hrs.

Max. Marks:100

**Note:** 1. *Answer any FIVE full questions, selecting at least TWO questions from each part.*  
2. *Use of Statistical tables is permitted.*

**PART – A**

- 1 a. Define TQM. Briefly explain the six basic concepts of TQM. (08 Marks)  
b. Explain contributions made by any two quality Gurus. (08 Marks)  
c. Explain benefits of TQM. (04 Marks)
- 2 a. List the quality of a good leader. (06 Marks)  
b. Enumerate Deming's 14 principles and explain any two of them. (10 Marks)  
c. Explain the role of TQM leaders. (04 Marks)
- 3 a. Explain the concept of internal customer and external customer with example. (12 Marks)  
b. Briefly discuss on :  
i) Customer satisfaction ii) Employee involvement. (08 Marks)
- 4 a. Explain in brief different levels of Bench marking. (08 Marks)  
b. Explain the process of QFD. (06 Marks)  
c. Explain the types of FMEA (Failure mode and effect analysis) document. (06 Marks)

**PART – B**

- 5 Explain the following :  
a. Affinity diagrams.  
b. Inter relationship diagram.  
c. Tree diagram.  
d. Process decision programme chart (PDPC). (20 Marks)
- 6 a. Explain control charts for variables and attributes. (12 Marks)  
b. Explain the following with examples :  
i) Scatter diagram ii) Histogram. (08 Marks)
- 7 a. Write a note on documentation of ISO – 9000 series. (10 Marks)  
b. Explain the i) Sustaining the quality organization ii) Self – assessment processes. (10 Marks)
- 8 a. What do you mean by six sigma? Explain. (08 Marks)  
b. Explain the following with examples :  
i) Tools for concept development ii) Tools for design development. (12 Marks)

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