

10ME758

**Seventh Semester B.E. Degree Examination, Dec.2017/Jan.2018**  
**Total Quality Management**

Time: 3 hrs.

Max. Marks:100

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

**PART – A**

- 1 a. Briefly explain the six basic concepts of TQM. (10 Marks)  
b. Write in brief of any two Guru's of TQM (10 Marks)
- 2 a. Explain briefly the characteristic of Quality leaders. (10 Marks)  
b. Enumerate the seven steps to strategic planning. (10 Marks)
- 3 a. Explain briefly the customer perception towards quality. (10 Marks)  
b. Discuss any one motivational theory with example. (10 Marks)
- 4 a. Sketch and explain Juran's trilogy (10 Marks)  
b. With neat diagram, explain the continuous process improvement cycle. (10 Marks)

**PART – B**

- 5 a. Explain briefly Affinity diagram and interrelationship diagram. (10 Marks)  
b. Explain briefly Tree diagram and activity network diagram. (10 Marks)
- 6 a. With example, explain briefly pareto diagram and cause and effect diagram. (10 Marks)  
b. Explain with examples control chart and histogram. (10 Marks)
- 7 a. Explain the steps to implement a quality management system. (10 Marks)  
b. Explain change in culture to implement TQM. (10 Marks)
- 8 a. Explain the following :  
i) Life history curve  
ii) OC curve  
iii) Mean time to failure  
iv) Mean time between failure  
v) Maintainability (10 Marks)  
b. A system has four components A, B, C and D with reliability values of 0.98, 0.87, 0.96 and 0.92 arranged in series, if component B is changed to three parallel components and each has the same reliability, then what is the new system reliability? (10 Marks)

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