

VTU B.E/B.TECH QUESTION PAPER SET

CBCS SEMESTER VI

TOTAL QUALITY MANAGEMENT

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CBCS SCHEME

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15ME664

Sixth Semester B.E. Degree Examination, June/July 2018 Total Quality Management

Time: 3 hrs.

Max. Marks: 80

Note: Answer any FIVE full questions, choosing one full question from each module.

Module-1

- 1 a. Define TQM. List out the six basic approaches to TQM. (04 Marks)
- b. Sketch and explain TQM framework. (08 Marks)
- c. Define quality and brief on historical review of quality control. (04 Marks)

OR

- 2 a. Explain briefly the contribution of Guru's of TQM. (07 Marks)
- b. What are the obstacles associated with the implementation of TQM? Explain any five. (05 Marks)
- c. What are the benefits of TQM? (04 Marks)

Module-2

- 3 a. List seven habits of highly effective people. (02 Marks)
- b. Explain Deming's 14 points. (14 Marks)

OR

- 4 a. Explain the characteristics of quality leaders. (06 Marks)
- b. Explain the role of TQM leaders. (10 Marks)

Module-3

- 5 a. Explain customer perception of quality. (06 Marks)
- b. With a neat sketch, explain how a KANO model helps in translating needs into requirements. (10 Marks)

OR

- 6 a. What is motivation? Explain Maslow's hierarchy of needs with a block diagram. (10 Marks)
- b. Brief on performance appraisal. (06 Marks)

Module-4

- 7 a. Sketch the continuous process improvement cycle. (03 Marks)
- b. Brief on PDSA cycle with a sketch. (03 Marks)
- c. Sketch and explain Juran's trilogy. (10 Marks)

OR

- 8 Explain the following briefly with necessary diagrams:
 - a. Pareto diagram
 - b. Process flow diagram
 - c. Cause - and - effect diagram
 - d. Scatter diagrams. (16 Marks)

1 of 2

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification number or candidate name on the question paper will be treated as malpractice.

Module-5

9 Discuss briefly the following quality management tools:

- a. Nominal group technique
- b. Why Why analysis
- c. Affinity diagram
- d. Activity network diagram.

(16 Marks)

OR

- 10 a. What is Benchmarking? Explain the process of benchmarking.
b. What are the advantages of quality of design?
c. Discuss the 4-stages of Failure mode effect analysis.

(08 Marks)

(04 Marks)

(04 Marks)

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15ME664

Sixth Semester B.E. Degree Examination, Dec.2019/Jan.2020
Total Quality Management

Time: 3 hrs.

Max. Marks: 80

Note: Answer any FIVE full questions, choosing ONE full question from each module.

Module-1

- 1 a. Define Quality. Discuss how quality plays an important role in improving the productivity of a company. (06 Marks)
 b. Explain 14 points of Deming that helps to improve quality. (10 Marks)

OR

- 2 a. Explain with a neat diagram, ISO 9001 requirements. (10 Marks)
 b. Explain briefly various ISO series of standards. (06 Marks)

Module-2

- 3 a. List 12 characteristics of Quality leaders. (06 Marks)
 b. Explain the framework of MBNQA with a neat block diagram. (10 Marks)

OR

- 4 a. Explain different ways in which quality leaders can help the organization to improve quality. (10 Marks)
 b. Explain different ways of communication. (06 Marks)

Module-3

- 5 a. Discuss briefly customer's perception of quality. (08 Marks)
 b. What is Kano model? Why is it used? Explain. (08 Marks)

OR

- 6 a. Explain briefly characteristics of successful teams. (08 Marks)
 b. What is Employee Empowerment? How is it helpful for an organization? (08 Marks)

Module-4

- 7 a. Explain with a neat diagram the P-D-S-A cycle. (10 Marks)
 b. Explain how Six Sigma helps an organization to improve quality of process. (06 Marks)

OR

- 8 a. Draw a cause and effect diagram for the problem of getting a foreign body in a product. (08 Marks)
 b. Explain various measures of central tendency and measures of dispersion. (08 Marks)

Module-5

- 9 a. What is Benchmarking? Explain the process of benchmarking. (08 Marks)
 b. Explain how Information Technology has helped e-Learning and e-Commerce in recent times. (08 Marks)

OR

- 10 a. Explain various parts of House of Quality. (08 Marks)
 b. Differentiate between sequential engineering and concurrent engineering with proper block diagrams. (08 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
 2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8= 50, will be treated as malpractice.

CBCGS SCHEME

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15ME664

Sixth Semester B.E. Degree Examination, Aug./Sept.2020 Total Quality Management

Time: 3 hrs.

Max. Marks: 80

Note: Answer any FIVE full questions, choosing ONE full question from each module.

Module-1

- 1 a. What are the obstacles for TQM implementation? (04 Marks)
 b. Compare TQM with old culture by considering various quality elements. (04 Marks)
 c. List various Gurus of TQM and their significant contributions. (08 Marks)

OR

- 2 a. How do you classify the ISO 9001 clauses? Explain the model of a process-based quality Management system. (10 Marks)
 b. What is BIS? Why do we go for third-party registration system? (03 Marks)
 c. List the ISO 9000 series of standards and their uses. (03 Marks)

Module-2

- 3 a. List the seven steps to strategic planning. (02 Marks)
 b. Explain Deming's 14 points. (14 Marks)

OR

- 4 a. How do you achieve an effective communication system? (04 Marks)
 b. What are the root causes of unethical behaviour? (06 Marks)
 c. Discuss the various roles of TQM leaders. (06 Marks)

Module-3

- 5 a. With a neat sketch explain Teboul model. (04 Marks)
 b. Explain with a neat sketch the Kano model which conceptualizes customer requirements. (10 Marks)
 c. Discuss the importance of customer feedback for an organization. (02 Marks)

OR

- 6 a. Explain the hierarchy of needs developed by Abraham Maslow with a neat sketch. (06 Marks)
 b. Explain how employee involvement improves quality and increases productivity. (06 Marks)
 c. Write a brief note on gainsharing. (04 Marks)

Module-4

- 7 a. With a neat sketch show the various phases of continuous process improvement cycle. (04 Marks)
 b. What is Kaizen? Discuss its uses. (08 Marks)
 c. Explain Juran's trilogy. (04 Marks)

OR

- 8 a. Explain the purpose of check sheets with an example. (04 Marks)
 b. With a neat sketch explain cause-and-effect diagram. (04 Marks)
 c. Explain the procedure for control charts for variables with suitable sketches. (08 Marks)

Module-5

- 9 a. Define benchmarking. List the reasons for benchmark. (04 Marks)
b. What are the advantages of virtual team? (04 Marks)
c. Describe the parts of house of quality with a neat sketch. (08 Marks)
- OR
- 10 a. What is failure mode and effect analysis? Mention its stages. (05 Marks)
b. List various product development tools and explain any three. (05 Marks)
c. Discuss traditional organization structure and information paths with a neat sketch. (06 Marks)
