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Seventh Semester B.E. Degree Examination, June/July 2011

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. Define TQM. Explain six basic concepts of TQM. (10 Marks)
b. Explain TQM framework. List out the benefits of TQM. (10 Marks)
- 2 a. Explain Deming's 14 points. (14 Marks)
b. Explain Juran trilogy. (06 Marks)
- 3 a. What are the characteristics of quality leaders? (10 Marks)
b. Explain the quality statements. (10 Marks)
- 4 a. Explain W-V model of continuous improvement. (13 Marks)
b. Discuss seven steps of reactive improvement. (07 Marks)

PART – B

- 5 a. Explain the terms : Kaizen, Reengineering and Six sigma. (10 Marks)
b. Define Benchmarking. Explain the process of benchmarking. (10 Marks)
- 6 a. Explain : i) Quality function deployment ii) Quality by design. (10 Marks)
b. What is FMEA? What are the stages of FMEA? (10 Marks)
- 7 a. What are the necessary steps to implement quality management system? (10 Marks)
b. Explain briefly ISO 14000 series of standards. (10 Marks)
- 8 a. What is meant by product acceptance control? (08 Marks)
b. Discuss the implementation of IS 2500 to product acceptance control. (12 Marks)

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