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10ME758

Seventh Semester B.E. Degree Examination, Dec.2013 / Jan. 2014
Total Quality Management

Time: 3 hrs.

Max. Marks:100

Note: Answer any FIVE full questions, selecting atleast TWO questions from each part.

PART – A

- 1 a. With the help of a neat sketch, explain TQM framework. (10 Marks)
 b. Define quality. Mention the dimensions of quality with meaning and example. (10 Marks)
- 2 a. Briefly explain the seven steps to strategic planning. (10 Marks)
 b. Why quality council is established? What are the duties of quality council? (10 Marks)
- 3 a. What actions organisation take to handle customer complaints? (10 Marks)
 b. Define the term team. Why teams work? (04 Marks)
 c. Briefly explain the different types of teams. (06 Marks)
- 4 a. Explain Juran trilogy with a neat sketch. (10 Marks)
 b. What do you mean by Quality Function Deployment? What are the benefits of Quality Function Deployment? (10 Marks)

PART – B

- 5 a. With the help sketches, explain tree diagram. (10 Marks)
 b. Discuss the following in brief: i) Nominal Group Technique ii) Affinity diagram. (10 Marks)
- 6 a. With a sketch, explain Pareto diagram and mention the steps involved in its construction. (10 Marks)
 b. What are the some common questions asked while investigating an out – of – control process? (10 Marks)
- 7 a. Explain the following in brief : ISO 9000 series of standards. (10 Marks)
 b. With neat sketch, explain the Malcolm Baldrige model for excellence in business performance. (10 Marks)
- 8 a. Explain briefly quality by design tools for product development. (15 Marks)
 b. Mention the quality by design tools for production. (05 Marks)
