## Seventh Semester B.E. Degree Examination, June/July 2019 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.	Define Total Quality Management. Explain six basic concepts of	Total Quality
		Management.	(10 Marks)
	b.	What are the obstacles of implementations of Total Quality Management?	(10 Marks)
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2	a.	Briefly explain seven steps of strategic planning.	(16 Marks)
	b.	Explain Demings philosophy.	(10 Marks)
3	a.	Explain Vision, Mission statements	(04 Marks)
	b.	Briefly explain different types of teams.	(06 Marks)
	c.	What are the actions an organisation can take to handle customer complaints?	(10 Marks)
4	a.	Write short notes on any five 7 QC tools.	(05 Marks)
	b.	Explain PDCA cycle.	(05 Marks)
	c.	Describe the process of Bench marking and Quality function deployment.	(10 Marks)
		$\underline{PART-B}$	
5	a.	With the help of sketches, explain tree diagram.	(10 Marks)
	b.	Explain the i) Nominal group technique and ii) Affinity diagram.	(10 Marks)
6	a.	Explain Pareto Diagram with neat sketch and mention the steps involved.	(10 Marks)
	b.	Mention the basic tools of statistical process control. Explain them in brief.	(10 Marks)
7	a.	Explain the ISO – 9000 series of standards.	(10 Marks)
		Explain concept and stages of Six Sigma.	(10 Marks)
8	a.	Explain any five Product development tools.	(10 Marks)
	b.	What is meant by Product acceptance control? Explain.	(10 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.

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