

BALLARI INSTITUTE OF TECHNOLOGY & MANAGEMENT

(Autonomous Institute under Visvesvaraya Technological University, Belagavi)

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Course Code

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Seventh Semester B.E. Degree Examinations, February 2025

TOTAL QUALITY MANAGMENT

Duration: 3 hrs

Max. Marks: 100

Note: 1. Answer any FIVE full questions, choosing ONE full question from each module.
 2. Missing data, if any, may be suitably assumed

<u>Q. No</u>	<u>Question</u>	<u>Marks</u>	<u>(RBTL:CO:PI)</u>
<u>Module-1</u>			
1.	a. Define TQM. List out the six basic approaches to TQM.	06	(2:1:1.6.1)
	b. With the help of a neat sketch, explain TQM frame work.	10	(2:1:1.6.1)
	c. List the benefits of TQM.	04	(2:1:1.6.1)
(OR)			
2.	a. Explain ISO -9000 series of standards.	08	(2:1:1.6.1)
	b. Explain the benefits of ISO registration.	06	(2:1:1.6.1)
	c. Write note on the requirements of ISO-9001.	06	(2:1:1.6.1)
<u>Module-2</u>			
3.	a. Explain Deming's 14 points.	10	(2:2:1.6.1)
	b. What are the 12 characteristics of quality leader?	10	(2:2:1.6.1)
(OR)			
4.	a. Explain briefly the seven characteristics of effective people.	10	(2:2:1.6.1)
	b. Define strategic planning. Explain briefly the seven steps in strategic planning.	10	(2:2:1.6.1)
<u>Module-3</u>			
5.	a. What is customer feedback? Explain different tools used to collect feedback.	10	(2:3:1.6.1)
	b. What action organization take to handle customer complaints.	10	(2:3:1.6.1)
(OR)			
6.	a. With a neat sketch explain KANO MODEL.	10	(2:3:1.6.1)
	b. Explain customer perception of quality.	10	(2:3:1.6.1)

Module-4

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| 7. | a. | With a neat sketch, explain PDSA cycle with problem solving method. | 10 | (2:4:1.6.1) |
| | b. | Explicate on scatter diagram and cause and effect diagram. | 10 | (2:4:1.6.1) |

(OR)

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| 8. | a. | Explain the terms Kai-Zen, re-engineering, and six sigma. | 10 | (2:4:1.6.1) |
| | b. | Explain Juran trilogy with block diagram. | 05 | (2:4:1.6.1) |
| | c. | With neat sketch explain Pareto diagram | 05 | (2:4:1.6.1) |

Module-5

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| 9. | a. | List out the steps involved in introduction of TPM. | 10 | (2:5:1.6.1) |
| | b. | List and mention importance of 5 S and its application. | 10 | (2:5:1.6.1) |

(OR)

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| 10. | a. | Which are the pillars of TPM. Describe them with neat sketch. | 10 | (2:5:1.6.1) |
| | b. | Define quality by design in TQM. What are elements of quality by design? | 10 | (2:5:1.6.1) |

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