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B.E / B.Tech (Full Time) END SEMESTER EXAMINATIONS - APRIL/MAY 2019

Common to CSE, IT, ECE, Manufacturing and Mechanical Engg. Branches

VIII – Semester

MG8654-Total Quality Management

(Regulation 2012)



Time: 3 Hours

Answer ALL Questions

Max. Marks 100

PART-A (10 x 2 = 20 Marks)

1. What are the dimensions of quality?
2. Write any four obstacles in implementing Total Quality Management (TQM).
3. Name the 5S.
4. Draw the Kano's model.
5. What is benchmarking concept?
6. What is six -sigma?
7. Define "Business process reengineering".
8. Write down the inferences that can be made from the values of capability index.
9. What is the difference between ISO 9000 and TQM?
10. Diagrammatically represent the Maslow's hierarchy of needs.

Part – B (5 x 16 = 80 Marks)
(Question No.11 is Compulsory)

11. Explain the different cost of quality.
12. a) Describe the Juran's trilogy and Deming's PDCA cycle.
(OR)
b) Explain the ten principles suggested by Ishikawa for customer/supplier relations.
13. a) Describe affinity diagram and process decision programme chart.
(OR)
b) Explain the steps involved to prepare a process FMEA worksheet.
14. a) Draw the house of quality for a product of your choice and describe the QFD methodology.
(OR)
b) Explain the pillars of TPM and its benefits.
15. a) Explain the stages of team development and characteristics of successful teams.
(OR)
b) Describe the steps that are necessary to implement a quality management system.

