U.S.N

P.E.S. College of Engineering, Mandya - 571 401
(An Autonomous Institution affiliated to VTU, Belgaum)
Eighth Semester, B.E. - Industrial and Production Engineering
Semester End Examination; June/July - 2015
Total Quality Management

Time: 3 hrs   *Max. Marks: 100*

Note: i) Answer any **FIVE** full questions selecting at least **TWO full** questions from each **part**.
   ii) Any missing data may be suitably assumed.

PART - A

1 a.	List out the fourteen TQM points out forth by drawing.	10
b.	Discuss briefly the contributions of Juran and Taguchi in quality control.	10
2.a.	Briefly explain the four fitnesses.	10
b.	With the help of a block diagram, briefly explain the quality of conformance and quality of design with supporting methods.	10
3 a.	With the help of a figure, briefly explain the four revolutions in Management thinking.	10
b.	Briefly explain product out and market – in concept with neat sketches.	10
4 a.	With the help of a block diagram, briefly explain management by process.	10
b.	Briefly explain as to, how the seven QC steps and seven QC tools work together.	10

PART – B

5 a.	Briefly explain the three stages and Nine steps in defining the customer requirements.	10
b.	With the help of a block diagram indicate the seven management and planning tools in relation to PDCA, the seven QC steps and the seven QC tools.	10
6 a.	Briefly explain Noble goals, Intermediate goals and annual goals.	10
b.	With the help of a block diagram, briefly explain the three typical phases of TQM Phase – In.	10
7 a.	With the help of a block diagram, briefly explain the proactive, reactive and control phases in Hoshin Management.	10
b.	Compare management by Objectives and Hoshin Management.	10
8 a.	By means of a block diagram, indicate the infrastructure for networking (Explanation not required).	10
b.	Compare the TQM Indirect Approach to organizational Development with the traditional direct approach. Indicate the related infrastructure Elements (Drawing the table word be precise explanative not required.)	10

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