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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 -2016
Total Quality Management

Time: 3 hrs

Max. Marks: 100

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

PART - A

- 1 a. List the Gauss's of TQM. And explain briefly the contribution of W. Edward deming and Arumand v feigenbauns towards TQM. 10
- b. Explain axioms of TQM. 10
- 2 a. Discuss in brief quality of performance versus quality of design with neat block diagram. 10
- b. What are the four levels of practice? Explain with neat sketch. 10
- 3 a. With a neat diagram explain WV model of continuous improvement. 10
- b. With a neat block diagram discuss briefly the change in work concept. 10
- 4 a. Explain with diagram management by process. 10
- b. Explain process control and process improvement. 10

PART - B

- 5 a. Explain seven steps of creative improvement 10
- b. Describe with neat diagram 7 management and planning tool for procedure improvement. 10
- 6 a. Explain principles of activating team work. 10
- b. Briefly summarize the importance of CEO involvement in TQM mobilization. 10
- 7 a. Explain the Hoshin management and conventional business planning. 10
- b. What is Hoshin management? Explain the phases of Hoshin management. 10
- 8 a. Explain with block diagram infrastructure of networking. 10
- b. Write a short note on openness with real losses and change agents. 10

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