



## P.E.S. College of Engineering, Mandya - 571 401

(An Autonomous Institution affiliated to VTU, Belagavi)

**Eighth Semester, B.E. - Industrial and Production Engineering**

**Semester End Examination; June - 2017**

**Total Quality Management**

*Time: 3 hrs*

*Max. Marks: 100*

*Note: Answer FIVE full questions, selecting ONE full question from each unit.*

### UNIT - I

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|--|----|
| 1 a. List and explain the Deming's approach (any 4).                         | 6  |
| b. With a neat block diagram, explain the TQM framework.                     | 8  |
| c. Briefly explain the development of four fitness evolution of methodology. | 6  |
| 2 a. Briefly explain the four revolutions in management thinking.            | 10 |
| b. Explain briefly Juran's Terilogy.   | 10 |

### UNIT - II

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|---|----|
| 3 a. Briefly explain the market-in concept and product out concept (with sketches). | 12 |
| b. Illustrate with steps involved in management by process.                         | 8  |
| 4 a. Illustrate WV model for continuous improvement.                                | 10 |
| b. Explain 7 quality control tools.   | 10 |

### UNIT - III

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| 5 a. Explain seven steps of inactive improvement.                        | 10 |
| b. Illustrate various steps for proactive improvement.                   | 10 |
| 6 a. Briefly explain the Term work and also illustrate on Term position. | 10 |
| b. Illustrate importance of CEO involvement in TQM mobilization.         | 10 |

### UNIT - IV

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| 7 a. Explain the concept of goal setting.                        | 10 |
| b. Discuss on TQM training and education model.                  | 10 |
| 8 a. With block diagram, explain Infra structure for networking. | 10 |
| b. Write a brief note on societal promotion Activities.          | 10 |

### UNIT - V

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|--|----|
| 9 a. Define Hoshin management. Also illustrate the components and phases of hastin management. | 10 |
| b. Discuss on MBO versus hoshin management.  | 10 |
| 10 a. Explain Hoshin management as system engineering for alignment.                           | 10 |
| b. Discuss on change agents.   | 10 |