



## 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; May / June - 2019**

**Total Quality Management**

*Time: 3 hrs*

*Max. Marks: 100*

**Note:** i) Answer **FIVE** full questions, selecting **ONE** full question from each unit.  
ii) Draw the block diagram and sketches wherever necessary.

### UNIT - I

- |      |   |    |
|------|---|----|
| 1 a. | Explain axiom's of TQM.   | 10 |
|      | b. List the Deming 14 point's programme.                        | 10 |
| 2 a. | Describe the kaizen continuous improvement.                     | 10 |
|      | b. Compare the quality of conformance versus quality of design. | 10 |

### UNIT - II

- |      |   |    |
|------|---|----|
| 3 a. | Explain four revolutions in management thinking.  | 10 |
|      | b. Describe improvement as problem solving process in WV model of continuous improvement. | 10 |
| 4 a. | Describe the steps involved in identifying the problem in TQM.                            | 10 |
|      | b. Explain the seven quality control tools.   | 10 |

### UNIT - III

- |      |  |    |
|------|--|----|
| 5 a. | Describe the concept of reactive improvement.  | 10 |
|      | b. Explain any three case studies to diagnose the seven steps in TQM.                | 10 |
| 6 a. | Explain the standard steps for proactive improvement.                                | 10 |
|      | b. Describe the nine steps to applying proactive improvement to develop new product. | 10 |

### UNIT - IV

- |      |   |    |
|------|---|----|
| 7 a. | List the team work activities are important to quality improvement for reasons. | 10 |
|      | b. Explain the roles of creativity in team process.                             | 10 |
| 8 a. | Describe the importance of infrastructure for mobilization.                     | 10 |
|      | b. Explain the evaluation of the parallel organization.                         | 10 |

### UNIT - V

- |       |   |    |
|-------|---|----|
| 9 a.  | Describe the concept of Hoshim management.                    | 10 |
|       | b. Compare Hoshim management versus management by objectives. | 10 |
| 10 a. | Explain dynamics of a societal learning system.               | 10 |
|       | b. Explain the model for skill development.                   | 10 |

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