

U.S.N

--	--	--	--	--	--	--	--	--	--



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; Aug. / Sep. - 2020

Total Quality Management

Murli Krishna
3/9/2020
Max. Marks: 100

Time: 3 hrs

Note: i) Answer **TWO** full questions, selecting **ONE** full question from **UNIT - I** and **UNIT - II**.

ii) Answer any **THREE** full questions, choosing from **UNIT - III**, **UNIT - IV** and **UNIT - V**.

UNIT - I

- 1 a. Mention contributions of Deming's approach towards quality improvement. 14
b. List any six benchmarks of A.V. Feigenbaum's. 6

OR

- 2 a. Explain the four fitnesses of quality concept with a neat sketch. 10
b. Describe the evolution of methodology. 10

UNIT - II

- 3 a. With a neat diagram, explain four revolutions of management thinking. 10
b. Narrate the market-in concept with a neat sketch. 10

OR

- 4 a. What is Management by process? Explain with a neat flow diagram. 10
b. Describe with a neat diagram three types of problem solving using WV model. 10

UNIT - III

- 5 a. List the seven QC steps and explain each step in brief. 10
b. Explain any four QC tools with a diagram. 10
6 a. Mention and explain Five principles of Kawakita's. 10
b. Explain the seven key points of customer visitation. 10

UNIT - IV

- 7 a. Explain Reactive improvement with a SDCA/PDCA improvement cycle. 10
b. Mention the three areas of potential difficulty with cross functional teams. 10
8 a. Describe the seven principles of team work with a neat diagram. 14
b. Write a short note on CEO involvement in total participation. 6

UNIT - V

- 9 a. With a neat diagram, explain the components and phases of Hoshin management. 12
b. Explain any two phases of Hoshin management. 8
10 a. What are the elements of infrastructure for networking? 10
b. Write a short note on the following :
i) Dynamics of a societal learning system
ii) TQM as a learning system.

* * * *

Murli Krishna
3/9/2020
Dr. N. L. MURALI KRISHNA
Controller Of Examinations
P.E.S. College of Engineering
(An Autonomous Institution under VTU, Belgaum) 5
MANDYA-571 401, Karnataka