



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; July - 2021
Total Quality Management

Time: 3 hrs

Max. Marks: 100

Note: Answer any FIVE full questions.

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| 1 | a. | Define total quality management. Explain the six basic concepts of TQM. | 10 |
| | b. | Explain the axioms of TQM. | 10 |
| 2 | a. | Explain Crosby's fourteen steps for quality improvement. | 10 |
| | b. | Define quality. Explain evolution of quality concepts. | 10 |
| 3 | a. | Explain any two techniques of continuous improvements. | 10 |
| | b. | Explain four revolutions in management thinking. | 10 |
| 4 | a. | Briefly explain the seven quality controls tools to solve the problem in quality control. | 10 |
| | b. | List and explain seven quality control steps. | 10 |
| 5 | a. | Explain management diagnosis of seven steps for reactive improvement. | 10 |
| | b. | What is a cause and effective diagram? | 10 |
| 6 | a. | Explain the standard steps for proactive improvement. | 10 |
| | b. | Briefly explain nine steps in proactive improvement to develop new product. | 10 |
| 7 | a. | Explain the roles of creativity in team process. | 10 |
| | b. | Explain teams and teamwork in quality improvement. | 10 |
| 8 | a. | Briefly explain orientation phase and alignment phase. | 10 |
| | b. | Discuss training, education, and promotional activities in total participation. | 10 |
| 9 | a. | Define hoshin planning. Explain five phases of hoshin planning. | 10 |
| | b. | Differentiate "management by objectives" and "hoshin management". | 10 |
| 10 | a. | With block diagram, explain Infrastructure for networking. | 10 |
| | b. | Explain the structure of centre for quality management. | 10 |

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