

**P.E.S. College of Engineering, Mandya - 571 401****(An Autonomous Institution affiliated to VTU, Belagavi)****Eight Semester, B.E. - Industrial and Production Engineering****Semester End Examination; July / August - 2022****Total Quality Management**

Time: 3 hrs

Max. Marks: 100

Course Outcomes*The Students will be able to:**CO1: Ability to discuss the evaluation of Quality Guru's approaches and quality methods.**CO2: Ability to explain concepts of focus on customers and continuous improvement with QC tools.**CO3: Ability to explain concepts of reactive improvement and proactive improvement with case studies.**CO4: Ability to understand the involvement of different levels of management in TQM.**CO5: Ability to explain objectives and phases in hosing management.***Note: I) PART - A is compulsory. Two marks for each question.****II) PART - B: Answer any Two sub questions (from a, b, c) for Maximum of 18 marks from each unit.**

Q. No.	Questions	Marks	BLs	COs	POs
I : PART - A		10			
I a.	Define total quality management.	2	L1	CO1	PO1
b.	List 7 QC steps.	2	L1	CO2	PO1
c.	Explain reactive improvement.	2	L1	CO3	PO1
d.	What are main kinds of teams?	2	L1	CO4	PO1
e.	Define Hoshin management.	2	L1	CO5	PO1
II : PART - B		90			
UNIT - I		18			
1 a.	Discuss the quality Guru Deming philosophy for quality improvement.	9	L2	CO1	PO1
b.	Discuss the evaluation of methodology through the four fitness.	9	L2	CO1	PO1
c.	Explain the four revolutions of Management thinking, with neat sketch.	9	L2	CO1	PO1
UNIT - II		18			
2 a.	Sketch and explain the product out and Market-in concept.	9	L2	CO2	PO1
b.	With neat sketch explain WV- model of continuous improvement.	9	L2	CO2	PO1
c.	What are 7 QC tools? Explain the fishbone diagram and pareto diagram.	9	L2	CO2	PO1
UNIT - III		18			
3 a.	Describe the four parts of process of identifying the problems.	9	L2	CO3	PO1
b.	Briefly explain the standard steps of reactive improvement.	9	L2	CO3	PO1
c.	List down the nine steps of proactive improvement.	9	L2	CO3	PO1
UNIT - IV		18			
4 a.	Explain the seven principles for activating teamwork.	9	L2	CO4	PO1
b.	Write a note on creativity in team processes.	9	L2	CO4	PO1
c.	Describe the training and education in total participation program	9	L2	CO4	PO1

UNIT - V

18

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| 5 a. List the four phases of Hoshin management and explain the strategic planning briefly. | 9 | L2 | CO5 | PO1 |
| b. Write a note on Hoshin management and conventional business planning. | 9 | L2 | CO5 | PO1 |
| c. Describe the Dynamics of a societal learning system. | 9 | L2 | CO5 | PO1 |

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