



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 - 2023

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 a Maximum of 18 marks from each unit.

Q. No.	Questions	Marks	BLs	COs	POs
I : PART - A		10			
1 a.	Define Total Quality Management.	2	L1	CO1	PO1
b.	List TQC tools.	2	L1	CO2	PO1
c.	What is proactive improvement?	2	L1	CO3	PO1
d.	What is Goal setting?	2	L1	CO4	PO1
e.	Define Hoshin management.	2	L1	CO5	PO1
II : PART - B		90			
UNIT - I		18			
2 a.	Briefly discuss on contribution of quality Guru's.	9	L1	CO1	PO1
b.	Discuss the evolution of methodology through the four fitness.	9	L1	CO1	PO1
c.	Explain quality concepts.	9	L1	CO1	PO1
UNIT - II		18			
3 a.	Briefly explain four revolutions in management thinking.	9	L2	CO2	PO1
b.	With neat diagram, discuss WV- model for continuous improvement.	9	L2	CO2	PO1
c.	Explain in detail the seven quality control tools.	9	L2	CO2	PO1
UNIT - III		18			
4 a.	Explain the concept of reactive improvement.	9	L2	CO3	PO1
b.	Discuss the standard steps of proactive improvement.	9	L2	CO3	PO1
c.	Write in detail the stages to develop a new product by applying proactive improvement.	9	L1	CO3	PO1

Contd... 2

UNIT - IV

18

- 5 a. Discuss the principles for activating teamwork. 9 L1 CO4 PO1
- b. Explain in detail introducing TQM to the company. 9 L2 CO4 PO1
- c. Describe the importance of infrastructure for mobilization. 9 L2 CO4 PO1

UNIT - V

18

- 6 a. Compare Hoshin management with management by objective. 9 L2 CO5 PO1
- b. Explain the six elements infrastructure for networking. 9 L2 CO5 PO1
- c. Explain the role of Hoshin management as system engineering for alignment. 9 L2 CO5 PO1

* * * *