Roll No: ………………………..

Name: …………………………..

SIXTH SEMESTER B.TECH DEGREE EXAMINATION

(2013 Scheme)

13.606.5:**TOTAL QUALITY MANAGEMENT(MPU)**

Time: 3 Hrs.   Max Marks: 100

Instruction: Answer*all* questions from **Part A** and one full question from each module of part B

PART-A

1. What do you mean by total quality management?

2. What is PDSA cycle?

3. What do you mean by the term cost of quality?

4. What is 5S?

5. Define benchmarking

6. Define strategic planning

7. What is ISO 9001:2000?

8. Name any four steps involved in six sigma

9. Define process capability

10. What is meant by Histogram?   (10x2 =20)

PART-B

[Each question carries 20 Marks]

Module-1

11.a)Describe 14 steps of Philip Crosby on quality improvement

b) Compare Philip Crosby's points with Deming's 14 points

OR

12. a)Explain various steps involved in Deming cycle

b) Explain the concept of Kaizen and the steps required to implement in a

industry

Module-2

13.a)What are the fundamental principles of TQM

b) List out the major process components of TQM

OR

14.a) Briefly discuss on 1) Customer satisfaction 2) Employee involvement

b) Explain the various aspects of three different motivational theories

Module-3

15. Explain the seven basic QC tools with their applications

OR

16. a)Explain quality function deployment with suitable applications

b) Discuss the need and importance of continuous improvement in quality

standards

Module-4

17. a)Explain quality circles along with its compositions and functions

b) Explain how problems are solved by QC

OR

18. a)Discuss the implementation of ISO 9000:2000 quality system

b)Explain six sigma approach   (4x20 =80)