

Reg.No. _____

**Karunya UNIVERSITY**

(Karunya Institute of Technology & Sciences)

(Declared as Deemed-to-be University under Sec.3 of the UGC Act, 1956)

End Semester Examination – Nov/Dec – 2016**Code : 14CS2048****Sub. Name : Total Quality Management****Semester : 2016-17 ODD****Duration : 3hrs****Max. marks : 100****ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

Q. No.	Sub Div.	Questions	Course Outcome	Marks
1.	a.	What are the dimensions of quality?	1	5
	b.	Give the basic concepts of TQM?	1	5
	c.	Enumerate Deming's 14 points of management.	1	10
(OR)				
2.	a.	How does the leader proactively react to the worst situations in an organization?	3	10
	b.	State the six underlying concepts of TQM to improve the production of an organization.	3	10
3.	a.	Explain how the employee will be involved in doing a process?	2	10
	b.	"Six sigma concept can be applied to non manufacturing processes". Do you agree with this statement justify your answer with a suitable example.	3	10
(OR)				
4.	a.	Discuss about Maslow's need hierarchy theory and Herzberg's two factor theory for motivation.	1	10
	b.	What are the performance measures would you suggest for an airline passenger service?	3	10
5.	a.	How is cause and effect diagram constructed?	1	10
	b.	Enumerate the steps to be followed for bench marking.	2	10
(OR)				
6.	a.	Describe the different benchmarking metrics used in educational institutions.	3	10
	b.	Why should suppliers be treated as partners?	2	10
7.	a.	Explain the house of quality in quality function deployment.	2	10
	b.	Discuss about design of FMEA document.	2	10
(OR)				
8.	a.	What are the major benefits of quality function deployment?	2	10
	b.	What are the losses reduced by TPM?	1	5
	c.	How does the conceptual approach of ISO 14001 differ from ISO 9000?	2	5
<u>Compulsory:</u>				
9.	a.	How does the dimension of quality influences while selecting a product or service for acceptance?	1	10
	b.	Total quality management is too important to be taken up in organization. Specially, it should not be subsidiary to profit or productivity". Do you agree to the assertion? Justify your view points with an example.	1	10

ALL THE BEST