Reg.No. \_\_\_\_\_\_\_\_\_\_\_\_



**End Semester Examination – Nov/Dec– 2017**

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| **Code :** | **14CS2048** | **Duration :** | **3hrs** |
| **Sub. Name :** | **TOTAL QUALITY MANAGEMENT** | **Max. marks :** | **100** |

**ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

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| **Q. No.** | **Sub Div.** | **Questions** | **Course**  **Outcome** | **Marks** |
| 1. | a. | Explain in detail about the seven habits of highly effective people. | CO1 | 10 |
| b. | Select a product or service and describe how the dimensions of quality influence its acceptance. | CO1 | 10 |
| (OR) | | | | |
| 2. |  | Elaborate on the 14 principles of “The Deming Philosophy”. | CO2 | 20 |
|  |  |  |  |  |
| 3. |  | Define the PDSA cycle. Describe the various phases involved in the problem solving method. | CO1 | 20 |
| (OR) | | | | |
| 4. | a. | Describe the ten common people problems and their solutions. | CO1 | 10 |
|  | b. | Differentiate between Intrinsic rewards and Extrinsic rewards. | CO2 | 10 |
|  |  |  |  |  |
| 5. |  | Define House of Quality. Pictorially represent the various stages of building a House of Quality. | CO1 | 20 |
| (OR) | | | | |
| 6. | a. | A major manufacturer of computers has determined that their new machines will have a constant failure rate of 0.2 per year under normal operating conditions. How long should the warranty be if no more than 5% of the computers are returned to the manufacturer for repair? | CO3 | 10 |
|  | b. | Pictorially represent the Functional Block diagram of a Child’s Low-cost Remote Control Car. | CO1 | 10 |
|  |  |  |  |  |
| 7. | a. | Efficiency has been defined as “doing things better” and effectiveness as “doing better things.” Describe how benchmarking can be used to improve both efficiency and effectiveness. | CO2 | 10 |
|  | b. | Describe two ways to determine a superior process. | CO3 | 10 |
| (OR) | | | | |
| 8. |  | Construct a flow diagram for the manufacture of a product or the providing of a service. | CO1 | 20 |
|  | |  |  |  |
|  | | **Compulsory**: |  |  |
| 9. | a. | Categorize the benefits of the Environmental Management System. | CO3 | 10 |
|  | b. | Illustrate with an example the QFD process. | CO1 | 10 |

ALL THE BEST