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



**End Semester Examination – Nov / Dec – 2019**

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| **Code :** | **17CS2061** | **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. | Consider “The applicability of TQM has limitations”. Do you agree with this statement? State the reason. | | CO5 | 5 |
| b. | Review the primary objective for establishing the quality council in an organization. | | CO2 | 5 |
| c. | Express the underlying principles of TQM. | | CO1 | 10 |
| **(OR)** | | | | | |
| 2. | a. | Consider “Total quality management is an 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 with an example. | | CO5 | 10 |
| b. | Define leadership and briefly explain the characteristics of a successful quality leader. | | CO3 | 10 |
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| 3. | a. | State the factors that KAIZEN focuses for continuous improvement. | | CO3 | 10 |
| b. | Illustrate the procedure for an organization to use the PDSA cycle. | | CO2 | 10 |
| **(OR)** | | | | | |
| 4. | a. | Discuss about Maslow's hierarchy of needs and Herzberg's of two factor theory for motivation. | | CO1 | 10 |
| b. | Write about the various feedback mechanisms that enriches the organization through their customer’s feedback. | | CO6 | 10 |
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| 5. | a. | Propose a method to conduct the effective team meetings in an organization to improve the productivity of employees. | | CO4 | 10 |
| b. | State the generic steps used for the development and execution of action plans as benchmarking. | | CO3 | 10 |
| **(OR)** | | | | | |
| 6. | Write short notes on the following. | | |  |  |
| a. | Supplier partnership | | CO3 | 5 |
| b. | Supplier selection | | CO3 | 5 |
| c. | Supplier rating | | CO3 | 5 |
| d. | Construct the cause and effect diagram. | | CO2 | 5 |
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| 7. | a. | Explain about the various processes used in ISO 9000 quality management system. | | CO4 | 10 |
| b. | Explain different stages of FMEA. | | CO3 | 10 |
| **(OR)** | | | | | |
| 8. | a. | Enumerate the steps which are necessary to implement the quality management system in an organization. | CO2 | | 10 |
| b. | List out the step by step procedure to construct the house of quality. | CO4 | | 10 |
|  | | **Compulsory:** |  | |  |
| 9. | a. | Discover the situations where FEMA is to be carried out and give the detailed procedure of FEMA in an organization. | CO3 | | 10 |
| b. | Write down the objective of implementing Total Productive Maintanence (TPM). Discuss about the core elements of TPM program. | CO2 | | 10 |