CBCS SCHEME

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BME613A

Sixth Semester B.E./B.Tech. Degree Examination, Dec.2025/Jan.2026
Total Quality Management

Time: 3 hrs. Max. Marks: 100

Note: 1. Answer any FIVE full questions, choosing ONE full question from each module.
2. M : Marks , L: Bloom's level , C: Course outcomes.

		Module – 1	M	L	C
Q.1	a.	What is TQM? Explain the six basic concept of TQM.	10	L2	CO1
	b.	Elucidate the obstacles associated with the implementation of TQM.	10	L3	CO1
		OR			
Q.2	a.	Elaborate on the change in culture required to implement TQM.	10	L3	CO1
	b.	Explain, briefly all eight ISO 9001 requirement.	10	L2	CO1
		Module – 2			
Q.3	a.	List out Deming's 14 points of TQM philosophy and explain any three.	10	L2	CO2
	b.	Define Ethics. Explain the root causes of unethical behavior.	10	L2	CO2
		OR			
Q.4	a.	Explain role of TQM leader.	10	L2	CO2
	b.	Explain the seven steps strategic planning.	10	L2	CO2
		Module – 3			
Q.5	a.	With a neat sketch enumerate how a KANO model help in translating needs into requirements.	10	L3	CO3
	b.	Describe Motivation, Performance, reward, recognition and empowerment.	10	L2	CO3
		OR			
Q.6	a.	State and explain elements of customer service.	10	L2	CO3
	b.	Elucidate on customer perception of quality.	10	L3	CO3
		Module – 4			
Q.7	a.	Sketch and explain Juran's Triology.	10	L2	CO4
	b.	Illustrate with neat diagram PDSA cycle for continuous improvement with an example.	10	L3	CO4
		OR			
Q.8	a.	Explain with a neat sketch i) Cause and effect diagram ii) Pareto diagram.	10	L2	CO4
	b.	Explain various measures of central tendency, measure of dispersion and control charts.	10	L2	CO4
		Module – 5			
Q.9	a.	Define Total Productive Maintenance and explain briefly its 8 pillars.	10	L2	CO5
	b.	Explain the steps in TPM implementation.	10	L2	CO5
		OR			
Q.10	a.	Define Quality by Design and explain its key components.	10	L2	CO5
	b.	Explain the concept of environment management system under ISO14001.	10	L3	CO5

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