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B.M.S.College of Engineering, Bengaluru-560019

Autonomous Institute Affiliated to VTU

June 2025 Semester End Main Examinations

Programme: B.E.

Branch: Industrial Engineering & management

Course Code: 23IM6PCTQM

Course: Total Quality Management

Semester: VI

Duration: 3 hrs.

Max Marks: 100

Instructions: 1. Answer any FIVE full questions, choosing one full question from each unit.
2. Missing data, if any, may be suitably assumed.

Important Note: Completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages. Revealing of identification, appeal to evaluator will be treated as malpractice.			UNIT - I	CO	PO	Marks
	1	a)	Illustrate and explain briefly the four revolutions for creating unique organizational capability	CO2	PO1	10
		b)	Using three models, explain evolution of management practice. And also explain the context and model this approach belong to - "Your job is not to make improvements; your job is to do what I tell you to do?"	CO2	PO1	10
			OR			
	2	a)	Briefly explain how four revolutions transform an organization, with the help of a block diagram	CO2	PO1	10
		b)	"As the concept of quality evolved, the practices and tools of quality evolved". Discuss the evolution of methodology through the four fitness's.	CO2	PO1	10
			UNIT - II			
	3	a)	Briefly explain the three types of improvement indicating the various stages in the WV model of continuous improvement	CO2	PO1	10
		b)	Illustrate the use of the 7 steps and the most commonly used three of the 7 QC tools using case study by the Broken Pellicle QI team at Analog devices	CO2	PO1	10
			OR			
	4	a)	Explain with a neat sketch, the cycle of reasoning representing the entire combination of reasoning steps and the observer-that-one-is and using an example bring out multi-view of the customer on the product	CO2	PO1	10
		b)	List and explain in detail the stages of evolution of customer focus	CO2	PO1	10

			UNIT - III			
5	a)	Explain Jiro Kawakita's principles for collecting data for proactive improvement.	CO2	PO1	10	
	b)	Explain the seven key points of customer visitation emerged from BBN's customer visitation program	CO2	PO1	10	
		OR				
6	a)	With an example describe the steps in KJ method adapted for use in the field of quality improvement	CO2	PO1	10	
	b)	List and explain any two new management tools with example	CO2	PO1	10	
		UNIT - IV				
7	a)	Briefly explain three sets of skills and five effective principles of leadership. In view of current situation give your comments	CO2	PO1	10	
	b)	Compare various attributes of kinds of team formed for business improvement	CO2	PO1	10	
		OR				
8	a)	Explain in detail different models for team development	CO2	PO1	10	
	b)	To improve quality of our conversation for action, bring out the model for conversation for coordinating action including atom of work and explain the four stages of atom of work	CO2	PO1	10	
		UNIT - V				
9	a)	Briefly explain the six elements of infrastructure for networking, with the help of a block diagram	CO2	PO1	10	
	b)	Give the framework of CQM Curriculum road map and explain.	CO2	PO1	10	
		OR				
10	a)	Compare the element and institutions of societal learning in Japan and United states	CO2	PO1	10	
	b)	Bring out the alternative approach to influencing entire organization for quality infusion.	CO2	PO1	10	
