

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

Autonomous Institute Affiliated to VTU

September / October 2023 Supplementary Examinations

Programme: B.E.

Branch: Industrial Engineering and Management

Course Code: 17IM7DCTQM

Course: TOTAL QUALITY MANAGEMENT

Semester: VII

Duration: 3 hrs.

Max Marks: 100

Date: 13.09.2023

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

UNIT - I

- 1 a) Illustrate and explain briefly the four revolutions for creating unique organizational capability **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?" **10**

UNIT - II

- 2 a) Briefly explain the three types of improvement indicating the various stages in the WV model of continuous improvement **10**
- b) Briefly explain with an example step by step guidelines for managers diagnosing a QI story **10**

OR

- 3 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. **10**
- b) Explain with an example the steps for process discovery (use worksheet). **10**

UNIT - III

- 4 a) With an example describe the steps in KJ method adapted for use in the field of quality improvement **10**
- b) Explain Jiro Kawakita's principles for collecting data for proactive improvement. **10**

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 - IV

- 5 a) Briefly explain three sets of skills and five effective principles of leadership. In view of current situation give your comments **10**
- b) Compare attributes of various kinds of team formed for business improvement **10**

OR

- 6 a) Bring out the seven observations on world class education. **10**
- b) Explain briefly with the help of a block diagram three typical phases of Phase-in. **10**

UNIT - V

- 7 a) Elaborate on the six elements of infrastructure for networking with the help of a diagram. **10**
- b) Explain with the block diagram components, phases in Hoshin Management **10**
