EPCET LIBRARY BANGALORE-49

CBCS SCHEME

USN | | | | | | | | | | |

BME613A

Sixth Semester B.E./B.Tech. Degree Examination, June/July 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.

			M	L	C
		Module – 1			
Q.1	**a.**	Determine quality, interpret how quality plays on important role in improving productivity of a company.	**10**	**L3**	**CO1**
	b.	Investigate the TQM framework with a block diagram.	**10**	**L3**	**CO1**
		OR			
Q.2	**a.**	Demonstrate the various requirements of ISO 9001 series with block diagram.	**10**	**L3**	**CO1**
	b.	Make a list of basic concepts of TQM and brief them.	**10**	**L3**	**CO1**
		Module – 2			
Q.3	**a.**	Experiment the dimension of quality and illustrate the role of quality leaders.	**10**	**L3**	**CO2**
	b.	Examine out Deming's 14 points of TQM philosophy and explain them.	**10**	**L3**	**CO2**
		OR			
Q.4	**a.**	Construct different ways in which quality leaders can help the organization to improve quality.	**10**	**L2**	**CO2**
	b.	Examine out the 12 characteristics of quality leaders. Describe them.	**10**	**L3**	**CO2**
		Module – 3			
Q.5	**a.**	Determine customer perception of quality and needs of quality.	**10**	**L3**	**CO3**
	b.	Elucidate on translating needs into requirements with suitable example.	**10**	**L3**	**CO3**
		OR			
Q.6	**a.**	Examine the employee survey and recognition and reward of an employee.	**10**	**L3**	**CO3**
	b.	Demonstrate how performance appraisal helps the employee in developing the organization.	**10**	**L3**	**CO3**

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