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T2, Examination, OCT., 2019

Semester VII, Elective

Course Code : 17B1WHS731

Course Name : Quality Management

Max Time : 1Hr 30 Min

Course Credit : 03

Max Marks : 25

All Questions are Compulsory. Answer the questions in chronological order.

- Q1. Discuss and explain the Standard Work Elements of kaizen . (Marks 8) {CO3}
- Q2. Explaining The Deming Prize, Discuss in TQM success story of TVS .(Marks 6){CO3}
- Q3. How important is the role of a leader in implementing the Quality Management Philosophy in an organization?(Marks 5){CO4}
- Q5 Write short notes on any **TWO** of the following :
- a. Juran Trilogy
 - b. Continuous process improvement
 - c. Malcolm Baldrige award (MBNQA)
- Q6. *Do the **RIGHT THINGS** right the first time, every time.* (Marks 3*2=6){CO1, CO5}