

QP CODE	20105581124
----------------	-------------

Reg.No:

--	--	--	--	--	--	--	--	--	--

**DMI-ST. EUGENE UNIVERSITY
DEGREE EXAMINATION – DECEMBER – 2022**

SEM: X 055 MG 81 TOTAL QUALITY MANAGEMENT

Time: 3 Hours

Max. Marks: 100

Answer any Five questions (5 x 20 = 100 Marks)

1. a) Elucidate the various quality statements. **(10 Marks)**
b) Explain the general duties of a quality council. **(10 Marks)**

2. a) Explicate the activities to be done using customer complaints by an organization. **(10 Marks)**
b) Explain Maslow's Hierarchy of Needs with reference to the needs of employees in an organization **(10 Marks)**

3. a) Discuss the steps involved in training process. **(10 Marks)**
b) Explain the common barriers to team progress. **(10 Marks)**

4. a) Explain the objectives of Performance measures. **(10 Marks)**
b) Explicate the characteristics used to measure the performance of a particular process. **(10 Marks)**

5. a) Explicate the seven elements for the implementation & operations of ISO 14001. **(10 Marks)**
b) Enumerate the steps necessary to implement the Quality Management System. **(10 Marks)**

6. a) Discuss the new seven management tools. **(10 Marks)**
b) Enumerate the steps to benchmark. **(10 Marks)**

7. a) Explicate the stages of FMEA. **(10 Marks)**
b) Explain the seven basic steps to get an organization started toward TPM. **(10 Marks)**