

Indian Statistical Institute, Bangalore
M.S. (QMS) First Year
First Semester – Total Quality Management

Semestral Exam Duration: 3 Hrs Date: September 24, 2017 Max Marks: 100

Answer as many Questions as you can. The maximum marks you can score is 100.

1. State whether the following statements are true or False. Give brief justification of your statement. [8 × 5 = 40]
 - a. Quality Policy is Top management's expression of its intentions, direction, and aims related to making profits.
 - b. Taguchi Loss Function is used to calculate the loss to society if the quality of the product is not good.
 - c. TPM is the tool used for performing Preventive Maintenance of equipments.
 - d. Quality improvement of the Supply Chain does not include the Vendor performance monitoring.
 - e. QFD tool is used to prioritise the critical product and process characteristics.
 - f. If a company is not certified for ISO – 9001 Quality Management Standard then it is assured that the company will be making losses and will be out of business.
 - g. Continual improvement means to continuously reduce Rejections and Rework.
 - h. If there are no complaints from the customer regarding the quality of the products supplied it can be concluded that all the requirements of the customers are met.

2. Explain briefly about the following:- [10 × 4 = 40]
 - (a) Controls to ensure purchased products meet the requirements.
 - (b) Controls to ensure non conforming products are not used unintended.
 - (c) Steps needed to use Bench Marking tool for improvement.
 - (d) Requirements related to the QMS Processes as per ISO-9001:2015.

3. Explain how Quality Management System implementation supports any organisation in improving its Profits and Growth? [20]

4. Match the following:- [5 × 2 = 10]

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| i) Quality House | a) Root Causes |
| ii) Calibration | b) TPM |
| iii) OEE | c) Quality Policy |
| iv) Quality Objectives | d) QFD |
| v) Corrective actions | e) Measuring Instruments |