Indian Statistical Institute, Bangalore

MS (QMS) First Year

First Semester - Total Quality Management

Final Exam   Date: 28 November 2022
Maximum Marks: 50   Duration: 2 hours

1. Fill in blanks:-   [7 x 1.5 = 15]
   a. Pareto principle helps in identifying---------------
   b. The tool for classifying VOC is---------.
   c. International Standard for Total Quality Management is --------------
   d. The principles of brain storming are -------------, -------------, -------------.
      and -----------.

2. Say True or False with justification:-   [5x 3 = 15]
   a. Risk Potential Number (RPN) is sum of severity, occurrence and detection
      scores.
   b. Problem solving is one of the TQM principles.
   c. Preventing the potential causes from occurrence is corrective action.
   d. Cause & Effect analysis was advocated by Dr K Ishikawa.
   e. Dr Juran's quality trilogy is outdated today.

3. Answer any one:-   [1 x 10 = 10]
   a. Discuss the concepts of 'FMEA".
   b. List the categories of Cost of Quality and briefly explain one of them.
   c. Outline the role of the simple tools of quality in problem solving, briefly.

4. Write short notes. (Any two)   [2 x 5 = 10]
   a. Kano model
   b. Root cause analysis
   c. Control vs Breakthrough in Quality improvement

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