

Indian Statistical Institute, Bangalore

M.S (QMS) First Year
First Semester - Total Quality Management

Final Exam

Time: 3 hours

Date: 04 November, 2015

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 x 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 to perform the maintenance of equipments when the equipment fail to function properly.
 - d. Quality improvement of the Supply Chain does not include the Vendor performance monitoring.
 - e. QFD tool is used to design new products.
 - f. If a company is certified for ISO – 9001 Quality Management Standard then it is assured that all the products manufactured by the company meet the customer requirements.
 - 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 [15 x 4 = 60]
 - (a) Controls to ensure availability of proper documents to the users.
 - (b) Controls to ensure non conforming products are not used unintended.
 - (c) Steps needed to use Bench Marking tool for improvement.
 - (d) Use of PDCA for improvement in the TQM context.

3. Match the following: [5 x 2 = 10]

i) Quality House	a) Root Causes
ii) Fish Bone Diagram	b) ISO -9001
iii) Documented Quality Manual	c) Quality Policy
iv) Quality Objectives	d) QFD
v) Corrective actions	e) Problem Solving