

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

Final Exam

Duration – 3 Hrs.

Total Marks – 100

7th November, 2016

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. [10 x 6 = 60]
- a. Quality Objectives need to have targets to help Top management reviewing the progress of the implemented TQM activities.
 - b. PDCA is the methodology used for implementing TQM.
 - c. Zero Defects Program is used for involving all employees in the organisation to achieve Business Results.
 - d. Implementation of the Supply Chain Management does not include the Vendor Development activities.
 - e. Use of Poka-Yoke methods is different from use of Zero Defects Program.
 - f. Implementation of ISO – 9001 Quality Management Standard in any organisation will ensure TQM implementation in that organisation.
 - g. Continual improvement aims at continuously reduce variation in the output of the considered process.
 - h. Customer satisfaction is the opposite of customer complaint.
 - i. Bench Marking tool is used to achieve the Top Management Vision for the organisation.
 - j. TPM tool is used for achieving the improvement of OEE of the equipments.
2. Explain briefly about the following : [4 x 10 =40]
- (a) Controls to prevent the occurrence and recurrence of the non-conformities.
 - (b) Elements of a Quality House in the QFD tool.
 - (c) Why meeting the customer satisfaction is the key to achieve profits for an organisation.
 - (d) Quality Circles used for achieving Quality Improvement.
3. Match the following : [5 x 2 = 10]
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|-------------------------------|-------------|
| i) Quality Trilogy | a) None |
| ii) Toyota Production Systems | b) Ishikawa |
| iii) Quality Manual | c) TPM |
| iv) Six Big Wastes | d) ISO-9001 |
| iv) Cause and Effect Diagram | d) JM Juran |