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

Mid Term Exam   Duration: 2 Hrs   Date: September 13, 2017   Max Marks: 50

Answer as many Questions as you can. The maximum marks you can score is 50.

1. State whether the following statements are True or False. Give brief justification of your statement.   [5 x 3 = 15]
   a. Quality Management is about managing the Product Quality..
   b. Quality cost can reduce if inspection of the product is stopped.
   c. Kaizen methodology aims at maintaining housekeeping of the production areas.
   d. Productivity of Operators can be improved by setting tough targets for production..
   e. As per Dr. Taguchi Quality is the loss to the company due to bad product quality.

2. Explain briefly about the following   [10 x 2 = 20]
   (a) Compare the philosophy of Dr. Deming with that of Dr. Phil Crosby.
   (b) Quality can be improved while reducing the quality cost.

3. Write short notes on Evolution of Organising for Quality and the growing emphasis for Top Management Leadership and Involvement.   [15]

4. Match the following :   [5]
   i) Quality Policy   a) Dr. Juran
   ii) Loss Function   b) Dr. Ishikawa
   iii) Quality Triology   c) Dr. Taguchi
   iv) Quality Circles   d) Dr. Deming
   v) PDCA Cycle   e) Dr. No One