

STATISTICAL QUALITY CONTROL & OPERATION RESEARCH UNIT

MS QMS: Batch 2023-2024

Semester 1

Mid Term Examination: Total Quality Management

Date: 20th September 2023

Time: 1.5 hrs

Marks: 50

- 1. Fill in blanks:** **[5 x 1 = 5]**
- a. Quality is -----according to Dr G. Taguchi.
 - b. ----- is an example of prevention cost in Library set up.
 - c. Customer satisfaction depends on -----, -----, -----and-----.
 - d. -----is the art of managing the whole to achieve the excellence.
 - e. ----- is one of the 7 deadly diseases, according to Dr W.E.Deming.
- 2. Say True or False with justification:** **[5 x 3 =15]**
- a. Quality can be inspected in to the product/service.
 - b. Cost of keeping parents apprised of student progress is example of prevention cost.
 - c. Preventing the root causes from occurrence is preventive action.
 - d. Higher the design quality high will be the cost of product /service.
 - e. Reduction in variation is the focus of “continuous improvement”
- 3. Answer (Any one):** **[1 x 15 =15]**
- a. Discuss the concepts of Quality viz, “Fit for use” and “Customer Satisfaction” and bring out the differences in them.
 - b. What are the principles of Total Quality Management? Explain briefly any one of them.
- 4. Write short notes with suitable example. (Any two)** **[2 x 7.5 =15]**
- a. Cost of Poor Quality
 - b. Quality Trilogy
 - c. PDCA Cycle

******Best of Luck******