Indian Statistical Institute, Bangalore

M.S. (QMS) First Year
Second Semester - Trouble Shooting & Problem Solving

Final Exam   Time: 3 hours   Date: 27/04/2016   Maximum Marks: 60

1. Explain the relevance of problem solving in the context of TQM in a company.   [4]

2. Detail the steps in problem solving through an example.   [16]

3. Write short notes on any three: [20]
   i)   Graphical tools in Problem solving
   ii)   Cause & Effect analysis
   iii)   Data Quality
   iv)   Corrective Actions v/s Preventive Actions

4. A newly launched course is an university is facing several issues in the conduct of the same. The issues are ranging from poor enrolment, poor feedback on course content, poor placement, back papers; poor hostel conditions etc. The Dean is interested to prioritize the problems and initiate continuous improvement. Outline your approach detailing the methodology.   [20]