

Indian Statistical Institute, Bangalore
MS (QMS) First Year
Second Semester - Trouble Shooting and Problem Solving for Quality Improvement

Midterm Exam
Maximum marks: 40

Date: March 02, 2019
Duration: 1 hour

Q1 .Explain briefly the relevance of Problem solving in TQM (5)

Q2. Outline the 8D approach in problem solving? (10)

Q3. Write short notes on the role of

a) Scatter plot

b) Pareto Analysis and

c) Brainstorming in trouble shooting. (10)

Q4. ISI management is keen in substantially decreasing the drop out of students in its courses. Prepare a c-e diagram. (10)

Q5. Quality of data collection plan is critical in quality improvement journey-Substantiate. (5)
