

Indian Statistical Institute, Bangalore

M.S (QMS) First Year

First Semester - Total Quality Management

Mid Term Exam Duration – 2 Hrs. Total Marks – 100 Date: 7th September, 2015

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.
 - a. Quality is the responsibility of the worker who produces the product or gives service to the customer.
 - b. It always cost more to give better quality product or service to a customer.
 - c. Benchmarking is useful in Replicating the process followed by the world class manufacturer.
 - d. Operators can be motivated to produce better quality product by paying monetary incentives for quality.
 - e. As per Dr. Deming slogans for Quality Improvement should be displayed at prominent place in the company for motivating the operators. [5 x 6 = 30]

2. Explain briefly about the following

- (a) Taguchi quality loss function.
- (b) Pillars of TPM [20 x 2 = 40]

3. Describe how Cost of Quality measure can be used to drive the company management for Quality Improvement activities. [30]

4. Match the following :

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|---------------------------|-----------------|
| i) Cause & Effect Diagram | a) Dr. Juran |
| ii) PDCA Cycle | b) Dr. Ishikawa |
| iii) Quality Spiral | c) Dr. Taguchi |
| iv) TPM | d) Dr. Deming |
| v) Quality Engineering | e) Dr. No. |
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