

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

Mid Term Exam Duration: 2 Hrs Date: September 09, 2016 Max Marks: 100

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. [5 x 6 = 30]

- 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. 5S and Kaizen are the Quality Management methodologies.
- 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.

2. Explain briefly about the following [20 x 2 = 40]

- a. Influence of Organisation Culture and Employee Motivation in TQM Implementation.
- b. Quality Circles

3. Write short notes on Evolution of Organising for Quality and the growing emphasis for Top Management Leadership and Involvement. [30]

4. Match the following : [10]

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| 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 |