

Final Examination Question paper for TQM.

Duration – 3 Hrs. Total Marks – 100. Test on 22nd November, 2018.

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 Policy is Top management's directive to all employees.
 - b. Taguchi Loss Function can be used to express Quality in Monetary terms.
 - c. TPM is only Preventive Maintenance of equipments.
 - d. Improving the suppliers is part of implementation of TQM.
 - e. QFD tool is used to prioritise the critical product and process characteristics.
 - f. If a company is not certified for ISO – 9001 Quality Management Standard then it is assured that the company will be making losses and will be out of business.
 - g. Continual improvement means to continuously reduce scrap.
 - h. If there are no complaints from the customer regarding the quality of the products supplied it means all the requirements of the customers are met.

[8 x 5 = 40]

2. Explain briefly about the following

- (a) Controls to ensure Manufacturing Process meet the requirements.
- (b) Controls to ensure subcontracted processes are meeting the requirements.
- (c) Quality Cost evaluation and use for improvement.
- (d) Requirements related to the QMS Processes as per ISO-9001:2015.

[10 X 4 =40]

3. Explain how any organisation can improve its Profits and Growth by Implementing Quality Management System? [20]

4. Match the following :

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|------------------------|--------------------------|
| i) Quality Loss | a) Root Causes |
| ii) Calibration | b) TPM |
| iii) OEE | c) Quality Policy |
| iv) Quality Objectives | d) Juran |
| v) Corrective actions | e) Measuring Instruments |
- [5X2 = 10]