

Indian Statistical Institute, Bangalore

MS (QMS) First Year

First Semester - Total Quality Management

Midterm Exam  
Maximum marks: 50

Date: September 14, 2018  
Duration: 2 hours

*Answer as many Questions as you can. The maximum marks you can score is 50.*

1. State whether the following statements are True or False. Give brief justification of your statement. [5 x 3 = 15]
  - a. Quality Management is about how Product Quality is managed.
  - b. Cost of poor quality can reduce if inspection of the product is stopped.
  - c. Quality Circles are management initiated quality improvement activities.
  - d. Dr. Deming advocates "Productivity of Operators can be improved by setting tough targets for production".
  - e. As per Dr. Taguchi Quality is the loss to the company due to bad product quality.
2. Explain briefly about the following [10 x 2 = 20]
  - a. The three fundamental principles of TQM.
  - b. Impact of Quality on Cost and Impact of Cost on Quality.
3. Write short notes on Role of Top management on ensuring Quality Culture in the organisation. [15]
4. Match the following : [5]

i) Quality Cost	a) Dr. Deming
ii) Loss Function	b) Dr. Ishikawa
iii) PDCA Cycle	c) Dr. Taguchi
iv) Zero Defect	d) Dr. Juran
v) Cause & Effect analysis	e) Dr. Philip Crosby