

Indian Statistical Institute, Bangalore

MS (QMS) First Year

First Semester - Total Quality Management

Final Exam

Date: November 18, 2019

Maximum marks: 100

Duration: 3 hours

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. [8 x 5 = 40]

- a. Prevention cost is to be increased to reduce the quality cost.
- b. Benchmarking method is used to set the best of the best targets for output of process.
- c. Zero Defect is a target which cannot be achieved.
- d. TPM method aims at achieving OEE Improvement.
- e. ISO 9001:2015 standard is for manufacturing excellent quality product.
- f. Supplier evaluation is not required to get quality products or services from the suppliers.
- g. Employee empowerment means giving full freedom to employees to fix the working hours.
- h. Quality Management implies managing product Quality.

2. Explain briefly about the following:- [10 x 4 = 40]

- a. Explain the difference between Design Verification and Design Validation. Can Design Review be considered as Design Validation activity?
- b. What is the difference between Correction and Corrective actions? Explain with an example.
- c. What Controls are required for Documents as per ISO – 9001:2015 Standard? Give two examples of Documents and two examples of Records.
- d. How to maintain traceability of measurements to National and International Standards?

3. Explain how to implement TQM in an organisation?

[20]

4. Match the following:-

[5 x 2 = 10]

i) Dr. Taguchi

ii) Dr. Juran

iii) OEE

iv) QFD

v) Risk

a) Quality House

b) Maintenance

c) Quality Trilogy

d) Preventive Actions

e) Achieving Target Dimension