

Indian Statistical Institute, Bangalore

MS (QMS) First Year

First Semester - Total Quality Management

Midterm Exam

Maximum marks: 50

Date: September 06, 2019

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 be reduced 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) Relation between cost and quality.

3. Explain how implementing Quality Management system in an organisation can impact the profitability and growth of that organisation. [15]

4. Match the following : [5]

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|----------------------------|----------------------|
| 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 |