

Indian Statistical Institute, Bangalore

MS (QMS) First Year

First Semester - Total Quality Management

Final Exam

Maximum marks: 100

Date: March 15, 2021

Duration: 2 hours

1. Fill in blanks:- [11 x 2 = 22]
 - a. Quality is -----according to Dr J M Juran.
 - b. ----- is an example of prevention cost in academic scenario.
 - c. Histogram helps to understand -----, -----and -----.
 - d. The tool for mapping customer requirements with company requirements is -----.
 - e. International Standard for Quality Management System is numbered -----.
 - f. The famous Deming cycle is -----, -----, -----, and -----.
2. Say True or False with justification:- [6 x 3 = 18]
 - a. Risk Potential Number (RPN) is sum of severity, occurrence and detection scores.
 - b. Cost of maintaining attendance data in a class is example of prevention cost.
 - c. Preventing the root causes from occurrence is corrective action.
 - d. 'Constancy of Purpose' was advocated by Dr K Ishikawa.
 - e. By calibrating the gauges and instruments frequently, accuracy of measurements can be ensured.
 - f. Pareto principle in reference to TQM is "80 % of causes contribute 20% of quality problems"
3. Answer any two:- [2 x 15 = 30]
 - a. Discuss the concepts of Quality Control and Quality Assurance and bring out the differences in them if any.
 - b. What are the principles of Total Quality Management? Explain briefly any one of them.
 - c. What are the simple tools of quality? Explain their role briefly in problem solving.
4. Write short notes. (Any three) [3 x 10 = 30]
 - a. Costs of Poor Quality
 - b. FMEA
 - c. Brain Storming
 - d. VoC
 - e. Quality Control Circles