

Indian Statistical Institute, Bangalore

MS (QMS) First Year

First Semester - Total Quality Management

Final Exam

Date: 03rd January 2022

Maximum Marks: 100

Duration: 2 hours

1. Fill in blanks:- [11 x 2 = 22]
  - a. Fitness for use is the definition of Quality according to-----.
  - b. ----- is an example of appraisal cost in academic scenario.
  - c. Box plot helps to understand -----, -----, -----and -----.
  - d. VOC is a tool for mapping -----with company requirements.
  - e. ISO 9001 is an International Standard for -----
  - f. The famous Juranian Trilogy is -----, -----, and -----.
  
2. Say True or False with justification:- [6 x 3 = 18]
  - a. Risk Potential Number (RPN) is product of severity, occurrence and detection scores.
  - b. Cost of conducting test in a class is example of prevention cost.
  - c. Preventing the root causes from recurrence is corrective action.
  - d. 'Next process is customer' was advocated by Dr K Ishikawa.
  - e. By calibrating the gauges and instruments frequently, accuracy of measurements cannot be ensured.
  - f. Pareto principle in reference to TQM is "80 % of problem is contributed by 20% of causes"
  
3. Answer any two:- [2 x 15 = 30]
  - a. Discuss the concepts of "Quality is Customer satisfaction" and bring out the differences with the concept of "Fit for use".
  - b. What are the categories of Quality cost? Explain briefly any one of them.
  - c. List the simple tools of quality. Explain the role of problem solving briefly in the context of TQM.
  
4. Write short notes. (Any three) [3 x 10 = 30]
  - a. Principles of TQM
  - b. PDCA-Deming wheel
  - c. Data Quality
  - d. Quality control vs Quality assurance
  - e. ISO 9001 Standards