

MS QMS: Batch 2022-2023

Semester 1

Mid Term Examination: Total Quality Management

Date: 22 September 2022

Time: 1.5 hrs

Marks: 50

1. Fill in blanks:

- a. Quality is -----according to Dr J M Juran.
- b. ----- is an example of prevention cost in Library set up.
- c. Customer satisfaction depends on -----, -----, -----and-----.
- d. The graphical tool for mapping customer requirements is called -----.
- e. ----- is one of the 7 deadly diseases, according to Dr W.E.Deming.

(8x1=8)

2. Say True or False with justification:

- a. Quality is free
- b. Cost of keeping parents apprised of student progress is example of prevention cost.
- c. Preventing the root causes from occurrence is preventive action.
- d. Higher the design quality high will be the cost of product /service

(4X3=12)

3. Answer any one:

- a. Discuss the concepts of Quality Control and Quality Assurance and bring out the differences in them.
- b. What are the principles of Total Quality Management? Explain briefly any one of them.

(1x15=15)

4. Write short notes. (Any two)

- a. Prevention cost
- b. Quality Trilogy
- c. Quality Loss Function

(2x7 1/2=15)

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