

# Indian Statistical Institute Bangalore

## Statistical Quality Control & Operation Research Unit

MS (QMS) First Year [Batch 2024-2025]

First Semester – Total Quality Management

Exam: **Midterm**

Date: **12<sup>th</sup> September 2024**

Maximum Marks: **40**

Duration: **2 hours**

*Figure in the right hand margin indicates full marks for the questions  
(Answer full questions)*

- 1 Fill in blanks** [5 x 1 = 5]
- a. Customer satisfaction depends on \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ & \_\_\_\_\_.
  - b. The creation of quality products involves two major stages \_\_\_\_\_ & \_\_\_\_\_.
  - c. \_\_\_\_\_ is one of the 7 deadly diseases, according to Dr. W.E.Deming
  - d. \_\_\_\_\_ is the quality which the producer or supplier is intending to offer to the customer.
  - e. Quality definition \_\_\_\_\_ according to Dr. G. Taguchi.
- 2 Answer the following with a suitable example** [2 x 10 =20]
- a. Define quality and discuss in detail its various dimensions with suitable examples.
  - b. What do you understand by Total Quality Management (TQM)? List the principles of TQM and explain any two of them with suitable examples.
- 3 Write short notes with a suitable example (Any two)** [2 x 5 =10]
- a. Juran Trilogy.
  - b. Cause & Effect Diagram
  - c. PDCA Cycle
- 4 Say True or False with justification** [2 x 2.5 =5]
- a. Higher the design quality high will be the cost of the product /service
  - b. Quality can be inspected into the product/service

\*\*\*\*\*Best of Luck\*\*\*\*\*