Indian Statistical Institute Bangalore

Statistical Quality Control & Operation Research Unit

MS (QMS) First Year [Batch 2025-2026]

First Semester – **Total Quality Management**

Exam: **Midterm**   Date: **15th September 2025**

Maximum Marks: **30**   Duration: **1.5 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 requirement are taken through _____ , _____ & _____.

b.   _____cost of activities to ensure quality levels through measurement and analysis of data to detect and correct problems.

c.   _____factors effecting the quality of design.

d.   ___ , _____ and ____ tools used in quality control.

e.   Quality Management definition according to Trewelly and Newport_____.

2   **Answer the followings**   **[2 x 7.5 =15]**

a.   Explain in detail the Deming 14 points principles for management with a suitable example.

b.   What is the role of top management in organizing the transition to TQM? List the principles of TQM and discuss in detail any three of them with a suitable example.

3   **Write short notes with a suitable example (Any two)**   **[2 x 5 =10]**

a.   Role of buyer-supplier relationships towards building quality.

b.   Kaoru Ishikawa's Philosophy

c.   Taguchi Philosophy

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