

**Indian Statistical Institute, Bangalore**  
**M.S. (QMS) First Year**  
**First Semester – Trouble Shooting and Problem Solving for Quality Improvement**

Mid Term Exam      Duration: 1.5 Hrs      Date: February 23, 2017      Max Marks: 40

Q1. Explain briefly the principles of TQM speaking for Troubleshooting & Problem solving. (10)

Q2. Outline the different steps in problem solving? (10)

Q3. Write short notes on the role of

a) Histogram

b) Pareto Analysis

c) Data Quality in trouble shooting. (15)

Q4. ISI management is keen in substantially increasing the Enrolment of students to its courses. Prepare a Business Case. (5)

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