

SVKM's NMIMS
NMIMS - GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

Programme: PGDSCM

Examination: June 2017

Subject: Total Quality Management

Date: 12.06.2017

Semester: III

Course : New

Marks : 70

Time: 3.00 p.m. to 6.00 p.m.

Instruction:

1. Answer to each new question to be started on a fresh page.
 2. Figures in bracket indicate full marks.
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Q.1) Attempt any 2 out of 4

(Marks: 2X5=10)

- a) Explain the Quality Policy of an Organization.
- b) What is Quality Function Deployment?
- c) Define Check Sheet used in 7 Quality Tools.
- d) Explain what External failure cost is.

Q.2) Write short notes on (2 out of 5)

(Marks: 2X5=10)

- a) Industry wide standardization.
- b) Benefits of SPC technique.
- c) Factors for successful implementation of QFD.
- d) Organization barriers of TQM implementation.
- e) Team Building & KAIZEN.

Q.3) Attempt any 3 out of 5

(Marks: 3X10=30)

- a) Briefly explain dimension for quality of goods.
- b) Explain 7 quality tools for process improvement.
- c) What is Pareto Diagram?
- d) Briefly explain ISO 14000.
- e) Discuss the role of TQM co-ordinators.

Q.4) Attempt both the questions

(Marks: 2X10=20)

- a) You are chosen as Quality Circle leader. Explain your role and function.
 - b) Being the quality circle leader, you have to guide your team to find the root cause for high rejection in the machine shop. Explain the tool you would suggest and the steps to use it.
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