

SVKM's NMIMS
School of Distance Learning

Programme: PGDSCM/ADSCM

Academic Year: 2011-2012

Subject: Total Quality Management

Date: 5.1.2012

Semester III

Marks: 70

Time: 11.00 a.m to 2.00 p.m

Course old

Q.1. Answer any 2 from the following: (short notes) 10 marks

- a. What are the dimensions of quality?
- b. Poka yoke
- c. C-chart.
- d. Benchmarking.

Q.2. Answer any 2 from the following: 10 marks

- a. Explain with examples the difference between proactive action and reactive action in the context of TQM.
- b. What are the advantages of kaizen?
- c. What is meant by customer value? Explain the concepts of value realized, value sacrificed and net value.
- d. How does benchmarking help an organization?
- e. Discuss how to use charts for defects in a quality rating system?

Q.3. Answer any 3 from the following: 30 marks

- a. Explain why quality should be better in the following TQM concept than in S system that depends on find inspection?
- b. Make comparative assessment of the three quality gurus' crossby, Deming, and Juran.
- c. How can you determine customer satisfaction? Explain.
- d. Define the term AQL, RQL, Producers risk, consumer's risk?
- e. What is six sigma? Explain briefly with example?

Q.4. Answer in detail: 20 marks

- a. What are the key success factors that make TQM work?
- b. Discuss the imperatives for success of a quality strategy?

X

1/1