

SVKM's NMIMS
NMIMS Global Access – School for Continuing Education

Programme: PGDSCM

June 2013 Examination
Subject: Total Quality Management

Semester: III
Course New
Marks 70

Date: 18.06.2013

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

Instructions:

- 1. Answer to each new question to be started on a fresh page.**
- 2. Figure in bracket indicates full marks**

Q1. Discuss or write short notes (Any 2 out of 4) **(Marks: 2x5=10)**

- a) Fish Bone Diagram with example
- b) Pareto Chart
- c) POKA YOKE System
- d) 5S

Q2. Write short notes (Any 2 out of 5) **(Marks: 2x5=10)**

- a) ISO 14000 System
- b) OSHAS 18000 System
- c) Business Process Reengineering
- d) Stages Of Team Development
- e) Benchmarking Process with example

Q3. Attempt any 3 out of 5 **(Marks: 3x10=30)**

- a) Explain Continuous Process Improvement
- b) Discuss about supplier quality management
- c) Quality Cost and Its Importance
- d) Explain Various Sampling Techniques
- e) Explain what is decision analysis

Q4. Attempt any 1 out of 2 **(Marks: 1x20=20)**

- a) Explain Deming's 14 points. Explain Juran trilogy.
- b) Define TQM. Explain 6 basic concepts of TQM. Explain TQM framework. List out the benefits of TQM.