

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

Programme : PGDSCM

Academic year: 2013 – 2014  
Subject: Total Quality Management

Semester: III  
Course: New  
Marks: 70  
Time: 3.00 p.m. to 6.00 p.m.

Date: 17.12.2013

**Instructions:**

1. Answer to each new question to be started on a fresh page.
2. Figures in bracket indicate full marks.

**Q.1) Write short notes (2 out of 4)**

**(Marks: 2X5=10)**

- a) Benefits of ISO Registration
- b) Benchmarking
- c) Characteristics of quality leaders
- d) Six Sigma

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

**(Marks: 2X5=10)**

- a) Quality Costs
- b) Deming's Philosophy for TQM
- c) Benefits of EMS
- d) Recognition and Reward
- e) Return on Quality

**Q.3) Attempt any 3 out of 5**

**(Marks: 3X10=30)**

- a) Discuss process capability.
- b) What does the typical meeting agenda contain after establishing the TQM?
- c) Explain the matrices involved in QFD process.
- d) What is appraisal cost of quality?
- e) What is an affinity diagram?

**Q.4) Attempt any 1 out of 2**

**(Marks: 20)**

- a) Explain in detail the obstacles faced in implementing TQM in an organization.
- b) What is FMEA? Explain in detail the different types of FMEA. Also highlight the scales used in FMEA.

\*\*\*\*\*