

SVKM's NMIMS
School of Distance Learning

Programme: PGDSCM

Academic Year: 2011-2012

Subject: Total Quality Management

Semester III
Course New

Marks: 70

Date: 29.12.2011

Time: 3.00 p.m to 6.00 p.m

Q1. Answer any 2 from the following: 10 marks

- a) • Define TQM and explain its principles.
- b) • Juran work in TQM. (*Explain*)
- c) • What are the objectives of quality?
- d) • DMADV (*Explain*)

Q2. Answer any 2 from the following: 10 marks

- a) • What are the seven tools of quality assurance?
- b) • Explain the benefits of Statistical process control.
- c) • Explain acceptance sampling.
- d) • Explain PAF model in detail.
- e) • Explain the elements of ISO 9000 standard.

Q3. Answer any 3 from the following: 30 marks

- a) • A ball pen manufacturer supplies a gold plated pen and also a plastic pen. Which one of them you think is a quality product? Why?
- b) • Describe the good characteristics of sampling plan.
- c) • Explain the concepts of business process reengineering system.
- d) • Can you describe the four steps that a steering committee must take in promoting TQM?
- e) • What are self managed teams?

Q4. Answer in detail: 20 marks

- a) • Explain TQM framework to quality improvement?
- b) • Explain the need and importance of quality?