

Programme: PGDSCM

Academic Year: 2012 - 2013

Semester: III

Subject: Total quality Management

Course: New

Date: 10.07.2012 Time: 3.00 P.m. to 6.00 P.m.

Marks: 70

Note:

1. All questions are compulsory.
2. All sub questions carry equal marks.
3. Answer to each new question must be started on a fresh page.
4. Figure in brackets indicate full marks.

Q1. Attempt any 2 from the following: (Discuss) (10)

- a. Brain storming
- b. Quality circle
- c. OC curve
- d. Need and importance of quality

Q2. Attempt any 2 from the following: (10)

- a. Determine the steps in TQM process.
- b. What are the characteristics of a good sampling plan?
- c. Explain quality function deployment.
- d. What is a quality circle? What are the principal objectives?

Q3. Answer any 3 from the following: (30)

- a. Describe Joseph M. Juran work in TQM.
- b. DMAIC and DMADV. Explain briefly with examples.
- c. What are the seven tools of quality assurance?
- d. Draw a suitable control chart for the following data pertaining to the number of foreign colored threads (considered as defects) in 15 pieces of cloth of 2m x 2m in a certain make of synthetic fiber and state your conclusions. 7,12,3,20,21,5,4,3,10,8,0,9,6,7,20.
- e. What are the producer and consumer risks?

Q4. Answer in detail: (20)

- a. Explain the concept of business process reengineering system.
- b. Explain the procedure for documentation of quality system.