

SVKM's NMIMS
NMIMS – GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

Programme: PGDSCM

Academic year: 2014 – 2015

Subject: Total Quality Management

Date: 17.06.2014

Semester: III

Course : New

Marks : 70

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. Figures in bracket indicate full marks.

Q.1) Attempt any 2 out of 4

(Marks: 2x5=10)

- a) What do you mean by cost of quality?.
- b) Write a note on lead assessment.
- c) Describe Taguchi's quality loss function.
- d) What do you mean by Quality Function Deployment?

Q.2) Write Short Notes on any 2 out of 5

(Marks: 2x5=10)

- a) ISO 9000 standards
- b) Brainstorming
- c) Control Charts
- d) Dimensions Of Product and Service Quality
- e) Kaizen

Q.3) Attempt any 3 out of 5

(Marks: 3x10=30)

- a) Explain the various quality costs.
- b) Discuss the steps in Benchmarking process.
- c) What do you mean by team work?
- d) What are employee involvement practices? Discuss.
- e) Define Quality Circles.

Q.4) Attempt both the questions

(Marks: 2x10=20)

- a) Define Total Quality Management? How does it differ from traditional management?
- b) How does employee satisfaction relate to customer satisfaction?

x ————— x

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