

SVKM'S

Narsee Monjee Institute of Management Studies (NMIMS)

School Of Distance Learning

Programme: PGDSCM

Academic Year: 2012 - 2013

Semester: III

Subject: Total quality Management

Course: New

Date: 5.1.2013

Time: 3:00p.m to 6:00p.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. Answer any 2 from the following: (short notes) (10)

- a. Acceptance sampling
- b. Statistical quality control
- c. Pareto diagram
- d. Ishikawa

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

- a. What are the steps are there for successful implementation of QFD?
- b. Explain six sigma concepts?
- c. Determine the steps in TQM process.
- d. Write short notes on: Cause and effect diagram.
- e. Explain ISO standard.

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

- a. Explain PAF model in detail.
- b. Explain OC curve in detail.
- c. Explain the benefits of Statistical Process Control.
- d. Describe the objectives of quality. Explain the determinants of quality.
- e. Why do we need quality management? Explain.

Q4. Answer in detail: (20)

- a. What are the roles of steering committee and the TQM coordinator?
- b. What are the key elements of quality circle and benefits of quality circle?