

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

Programme: PGDSCM

Examination: December 2014  
Subject: Total Quality Management

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

Date: 29.12.2014

**Instruction:**

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) Explain why quality management is important
- b) List down the principles of TQM
- c) State the objectives of quality.
- d) Explain producers and consumers risk

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

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

- a) The seven basic tools for quality.
- b) Benefits of SPC technique
- c) Key elements of Quality Circle.
- d) Organization barriers of TQM implementation.
- e) Benefits of ISO9000 certification

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

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

- a) Briefly Explain Demings's 14 principles
- b) Explain the construction of Cause and Effect diagram with an example.
- c) List down the basic five steps of six sigma methodology DMAIC and DMADV
- d) What are the elements of ISO 9000.
- e) Discuss the role of TQM co-ordinators.

**Q.4) Attempt both the questions**

**(Marks: 2X10=20)**

- a) If you were to start a Quality Circle in your department, explain how you would go about doing it.
- b) You have made a control chart for a process in your department. Explain the patterns in the chart that you will look for and their significance.