

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

Programme: PGDSCM

Examination: June 2015
Subject: Total Quality Management

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

Date: 18.06.2015

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 are the characteristics of quality?
- b) What are the reasons for benchmarking?
- c) Explain error vs. defects.
- d) Write short notes on: Kanban

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

(Marks: 2X5=10)

- a) Define inspection and what the 3 categories of defects are.
- b) Write short notes on QFD.
- c) Explain DMAIC.
- d) How to identify the areas where six sigma performs well?
- e) Explain the statistical process control tools in TQM.

Q.3) Attempt any 3 out of 5

(Marks: 3X10=30)

- a) Explain Deming Wheel with suitable example.
- b) What are the different types of control charts? Explain briefly.
- c) Explain 7 Basic Quality Tools for Process Improvement.
- d) What are the Core Elements of TPM? What are the primary maintenance activities to support the five core elements of TPM?
- e) What are the twelve steps for TPM development?

Q.4) Attempt both the questions

(Marks: 2X10=20)

- a) Explain the Kano model of customer satisfaction.
- b) Explain FMEA and process :
