

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

Programme: PGDSCM

Examination: December 2015
Subject: Total Quality Management

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

Date: 14.12.2015

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) Explain Customer Satisfaction
- b) What are the Seven Tools of Quality?
- c) Explain Sampling Plan
- d) What is QFD?

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

(Marks: 2X5=10)

- a) Define ISO 9000 Quality Standards
- b) What are the benefits of Quality Circles?
- c) Explain Costs of Quality
- d) Explain the characteristics of a Good Sampling Plan
- e) Explain Six Sigma

Q.3) Attempt any 3 out of 5

(Marks: 3X10=30)

- a) Explain the Dimension of Quality for Goods
- b) Explain the construction of Flow Chart with example.
- c) The ISO standard specifies 20 elements in a quality system, explain any five elements.
- d) Explain Brainstorming technique
- e) Explain the PAF Model in COPQ

Q.4) Attempt both the questions

(Marks: 2X10=20)

- a) Your organization is implementing TQM and you are made the coordinator for the same. Explain what will your role.
- b) You are promoted as head of quality department. You propose SPC technique should be used to monitor the consistency of processes to manufacture a product as designed. Explain how you will convince the management to accept your proposal.
