

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

Programme: PGDSCM

Examination: June 2016  
Subject: Total Quality Management

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

Date: 13.06.2016

**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) Define Total Quality Management & its elements.
- b) Define Meaning of Kaizen.
- c) Explain the control limits in control chart
- d) Explain DMAIC

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

(Marks: 2X5=10)

- a) Quality Function Deployment
- b) Statistical Quality Control / Statistical Process Control
- c) Six Sigma
- d) Design of Experiments
- e) Cost of Poor Quality & Critical to Quality Factors

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

(Marks: 3X10=30)

- a) Explain ISO 9001 QMS with Principles & Operation
- b) Explain the steps to be observed for writing quality objectives for an organization
- c) What are the various dimensions of Quality?
- d) What are Control Charts? Where are they used? Draw Diagrams & Explain
- e) What are the most visible barriers of TQM?

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

(Marks: 2X10=20)

- a) Discuss TQM Framework to Quality Improvement in detail.
- b) Discuss TQM in Manufacturing with examples & in detail.

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