

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

Programme: PGDSCM

Examination: December 2016
Subject: Total Quality Management

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

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 PAF model
- 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) Factors for Successful Implementation of QFD
- d) Organisation barriers to TQM implementation
- e) ISO9000 certification

Q.3) Attempt any 3 out of 5 (Marks: 3X10=30)

- a) Briefly Explain Deming's 14 principles
- b) Explain the stages of Brainstorming
- c) List down the basic five steps of six sigma methodology DMAIC and DMADV
- d) Briefly explain Joseph Juran's contribution to Quality.
- e) Discuss the role of TQM co-coordinators

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) Explain the construction of Cause and Effect diagram with an example.
