ROLL NO.

PRESIDENCY UNIVERSITY, BENGALURU
SCHOOL OF MANAGEMENT

Max Marks: 100   Max Time: 180 Mins   Weightage: 40 %

ENDTERM FINAL EXAMINATION

I Semester AY 2017-18   Course: **OPS 305 TOTAL QUALITY MANAGEMENT**   23 DEC 2017

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Instructions:
   i.   Avoid false numbering
   ii. Elucidate your answers with suitable illustrations where needed.

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Part A

[10 Q x 2 M= 20 Marks]

1. Explain Poka Yoke

2. What is the purpose of Control Charts?

3. Name the different types of FMEA Process.

4. Define RPN (Risk Priority Number).

5. Explain Phil Crosby's Principals.

6. Name any two Visible Costs.

7. Explain on Cost of Non Conformance.

8. What is Taguchi's Quadratic Quality Loss Function?

9. Elucidate on External Failure Cost.

10. What are the levels of Six Sigma Implementation?

Part B

[8 Q x 5 M= 40 Marks]

11. What are the Seven Principles of Toyota Production System?

12. What are the benefits of Cause and Effect Diagram?

13. What are reasons for FMEA?

14. What are the Six basic concepts of Total Quality Management?

15. Explain on the Five Principles of TQM.

16. Elucidate on activities associated with Prevention Costs.

17. What are the Critical Success Factor in TQM?

18. What are the Characteristics of a TQM Leader?

Part C

[2 Q x 20 M= 40 Marks]

19. You are appointed as TQM Manager for a company who is Tier 1 Vendor for BMW. What are the main Principles, Features, Phases and Elements of Kaizen you will implement in BMW?

20. A Six Sigma Consultant newly joined Sony Corporation. In the boardroom he explained the different approaches he will undertake to perform the Six Sigma Company wide. What are the approaches consultant is referring?

PRESIDENCY UNIVERSITY, BENGALURU
SCHOOL OF MANAGEMENT

Max Marks: 60   Max Time: 2 Hours   Weightage: 20%

2016 MBA III Semester
MIDTERM   EXAMINATION

I Semester AY 2017-2018   Course: **OPS 305 TOTAL QUALITY MANAGEMENT**   Oct 13, 2017

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Instructions:
  i.   Avoid false numbering.
  ii. Elucidate your answers with suitable illustrations where needed.
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Part A

(5 Q x 2 M= 10 Marks)

1. Explain Phil Crosby's Principals.
2. Name any two Visible Costs.
3. Explain on Cost of Non Conformance.
4. What is Taguchi's Quadratic Quality Loss Function?
5. Elucidate on External Failure Cost.

Part B

(6 Q x 5 M= 30 Marks)

6. What are the benefits of TQM?
7. Explain the Five Principles of TQM.
8. What are the Six basic concepts of Total Quality Management?
9. Elucidate on activities associated with Prevention Costs.
10. What are the Critical Success Factor in TQM?
11. What are the Fundamentals Requirements of Management For Successful Empowerment as part of TQM?

Part C

(1 Q x 20 M= 20 Marks)

12. You are appointed as TQM Manager for a company who is Tier 1 Vendor for Toyota Motors. What Steps you will follow to minimize the Internal Failure Costs and External Failure Costs?