

UNIVERSITY OF PETROLEUM
AND ENERGY STUDIES



End Semester Examination – Apr, 2017

Program/course: Logistics Management

Subject: TQM

Code :BBCG117

No. of page/s: 4

Semester – 6th

Max. Marks : 100

Duration : 2Hrs

Section A

Short questions(Upto 5 lines)

3x10=30 Marks

1. How to engage employees for Quality Management System implementation
2. List 5 dimensions of quality for Manufactured products
3. List 5 dimensions of quality for Service Industry
4. What are the principles of ISO 9001
5. Write up on benefits to implementing ISO 9001
6. Write any 5 ways to get Inputs on VOC
7. What are 4 levels of customer requirement?
8. Why to use QFD
9. What are “Expected Quality” and “Exciting Quality”
10. What are the misconceptions about TQM

Section B

True or false

: 2x5 = 10 Marks

1. Consistent errors are easier to correct than random errors
2. Quality Loss Occurs when a product's deviates from target or nominal value
3. Quality is an assignable task.
4. QFD is series of connected houses
5. ISO carries out or approve accreditations

Section C—Any two (note more than 120 words)

: 2x10 = 20 Marks

1. What are characteristics of Good Customer Requirements
2. What is QFD and why is it used
3. What are different costs involved while implementing ISO certification
4. Explain different techniques to reduce cost

Section D: Short Notes – Any two

2x10=20 Marks

1. Explain Taguchi's Quality Loss Function
2. What is cost of quality and how it is measured and reported
3. What are New Management Quality tools. Pls explain any 2 in detail.

Section E : Case Study

20 Marks

An auto parts manufacturing company (ABC Pvt Ltd) wants to get business from a leading auto manufacturing company in India. As per quality policy of this leading auto manufacturing company, they will appoint a supplier only if supplier is ISO certified. ABC Pvt Ltd decides to go for ISO 9001 certificate

Pls answer following questions:

1. Pls explain various steps involved in getting ISO certification
2. Pls explain various type of cost involved in above process
3. Pls explain benefits that ABC will gain if they successfully implement ISO 9001 and ISO 14001