

**SWAMI VIVEKANANDA YOGA ANUSANDHANA SAMSTHANA
(S-VYASA)**

(declared as Deemed-to-be University under Section 3 of the UGC Act, 1956)
FINAL EXAMINATION

MSM T 404 Total Quality Management & Lean Six Sigma

Date : 27-May-2011

Time : 3 Hr

Max Marks: 50

I. Answer any 5 questions. Each question carries 10 marks.

50 Marks

1. Write short notes on any four of the following:
 - a. Cause and effect diagram
 - b. ISO standards
 - c. Productivity Measures
 - d. Capability Maturity Model - CMM
 - e. Control Charts
 - f. Work Study
2. Explain the concept and practice of Total Quality Management. What are the benefits from practicing TQM
3. Briefly explain the life and work of Quality Gurus Edward Deming, Joseph Juran and Phil Crosby.
4. Explain the purpose, structure and operation of Quality Circles. How do they help improve quality?
5. What is a Benchmark practice or process. Explain how the idea is used in improving performance across the organization.
6. Compare and contrast Zero defect and Six Sigma approaches in Quality management.
7. Explain the purpose, concept and benefits of CRM – Customer Relations Management.
8. What is 5'S productivity improvement concept and explain various processes of it and the benefits arising out its practice.
9. Explain 'Lean' philosophy. What are the 'seven wastes' in production and service areas?
10. Explain the concept, process and benefits Kaizen. Illustrate how Toyota has successfully implemented Kaizen.

*****WISH YOU ALL THE BEST*****