



KUVEMPU UNIVERSITY

DIRECTORATE OF DISTANCE EDUCATION

Jnana Sahyadri, Shankaraghatta - 577451, Karnataka

&



DIRECTORATE OF QUALITY MANAGEMENT

65/3, Saidulajab Ext., Maidan Garhi Road, New Delhi - 110068

Ph: 011 29531628; Fax: 011 29531310; website: www.dqmindia.com

e mail: info@dqmindia.com; dqmquality@yahoo.co.in

TOPICS FOR INTERNAL ASSESSMENT ASSIGNMENTS

M.Sc. TQM Final Year

Important Note: *Candidates are advised to read the separate enclosed instructions before writing the assignments.*

Out of 30 Internal Assignment marks per paper, 5 marks will be awarded for regularity(attendance) to Counseling/ Contact Programme classes pertaining to the paper. Therefore, the topics given below are only for 25 marks each paper.

Paper Code: QMB110

Paper Title: 5S & Just In Time

1. What do you mean by 5S? How you will minimize the equipment downtime and prevent the errors? 4 Marks
2. Write the history & evolution of JIT movement. Explain the elements and advantages of JIT. 5 Marks
3. Write the procedure of JIT with total quality control. Discuss the significance of audit in JIT purchasing & how you will monitor the performance of suppliers? 8 Marks
4. Prepare a project network approach to implement 5S in your organization. List out the risks associated during implementation. 8 Marks

Paper Code: QMB120

Paper Title: Total Productive Maintenance

1. Define: 2 X 2 = 4 Marks
 - (i) Organized Maintenance Approach
 - (ii) Quality Rate
2. Explain the meaning, use and importance of prevention oriented system. 3 Marks
3. Prepare road map for application of TPM in manufacturing sector. 5 Marks

4. What do you mean by autonomous maintenance? Explain the features & advantages of autonomous maintenance. 5 Marks
5. What approach would you follow for the implementation of TPM in manufacturing/process industries? List out the plan and steps to implement with the system of prevention oriented. 8 Marks

Paper Code: QMB130

Paper Title: Customer Relationship Management

1. Explain the meaning and importance of voice of customer for growing as well as developed organization. 3 Marks
2. What do you mean by 80 : 20 concept? Explain the need & importance of CRM in new bussiness paradigm. 3 Marks
3. Write a Case study on CRM for service sector/manufacturing sector. 4 Marks
4. What do you understand by CRM-strategy? Enumerate the guidelines for implementation and how it works in the present market scenario. 5 Marks
5. Develop a CRM model for your own organization. Enumerate the significance of customer satisfaction & customer protection. Write the procedure for filing an appeal. 10 Marks

Paper Code: QMB140

Paper Title: Environmental Functioning

1. Define & discuss the elements of EMS. 2 Marks
2. Give an overview of Environmental review in your organization based on ISO 14001. 4 Marks
3. Discuss the environmental labeling and how it is different from LCA ? 4 Marks
4. What is an EMS Audit? Explain the procedure for conducting enviromental audit. 5 Marks
5. Write the requirements, use and importance of environmental legislation act of india. Discuss in details any three act: I. Water Act, II. Air Act, III. Environment Protection Act , IV. Hazardous Waste Rule Act and V. Public Liabilities & Insurance Act. 10 Marks
