



KUVEMPU UNIVERSITY

DIRECTORATE OF DISTANCE EDUCATION

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&



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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. Define: 2 X 2 = 4 Marks
 - (i) Seiso
 - (ii) Shitsuke
2. Explain the risks associated with the Implementation of JIT. 5 Marks
3. Explain the importance of safety & quality in 5S. 6 Marks
4. Write the history & evolution of JIT. Discuss the application of JIT in manufacturing sector. 10 Marks

Paper Code: QMB120

Paper Title: Total Productive Maintenance

1. Define: 2 X 2 = 4 Marks
 - (i) Opertaing Rate
 - (ii) Performance Rate
2. What are the goals of TPM? 5 Marks
3. List down the Eight Pillars of TPM & discuss them in details. 6 Marks
4. What is Autonomous Maintenance? Write step by step approach to Autonomous Maintenance. 10 Marks

Paper Code: QMB130

Paper Title: Customer Relationship Management

1. Discuss Integration of CRM with ERP. 4 Marks
2. What are the guidelines for evaluating CRM Software. 5 Marks
3. Discuss in details "business climate in the new economic era". 6 Marks
4. Write the objectives & goals of CRM for your Organization? Draw a process for monitoring & evaluation of CRM. 10 Marks

Paper Code: QMB140

Paper Title: Environmental Functioning

1. Explain Environmental Protection Act. 4 Marks
2. Differentiate between Organization Evaluation Standard & Product Certification Standard. 5 Marks
3. Explain Biodiversity & Marine ecosystem. 6 Marks
4. What is Integrated Management System? Draw a process of Integration of EMS with other management systems. 10 Marks
