



# KUVEMPU UNIVERSITY

DIRECTORATE OF DISTANCE EDUCATION

Jnana Sahyadri, Shankaraghatta - 577451, Karnataka

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## DIRECTORATE OF QUALITY MANAGEMENT

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### TOPICS FOR INTERNAL ASSIGNMENTS

#### M.Sc. TQM Previous Year/PDQM

**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.*

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**Paper Code: QMA110/PQA110**

**Paper Title: Fundamental Concepts in QMS**

1. Define: 1X4=4 Marks
  - (i) MIL - Q - 9858
  - (ii) Quality Improvement
  - (iii) Zero Defects
  - (iv) Deviation Permit
  
2. Differentiate between: 2X2= 4 Marks
  - (i) Continuous Improvement & Continual Improvement
  - (ii) Verification & Validation
  
3. What do you mean by motivation? Explain the new approaches & improvement of motivation. 4 Marks
  
4. Explain in brief the principle causes of failure of quality cost program? How would you optimise the quality cost? 5 Marks
  
5. List the national & international quality awards. Explain the award criteria for self assessment in TQM movement and eligibility criteria for the Deming Award. 8 Marks

**Paper Code: QMA120/PQA120**

**Paper Title: Preparation & Implementation of ISO 9001:2000**

1. What do you mean by: 1X4=4 Marks
  - (i) Review input
  - (ii) Control of document
  - (iii) Product Realization
  - (iv) Purchasing process
  
2. Explain the formulation process of quality policy & quality objective. Why quality policy & objective is required for preparation & implementation of Quality Management System? 4 Marks
  
3. Explain the advantages & disadvantages of quality management system. 4 Marks
  
4. Write the meaning, use & importance of Measurement, Analysis and improvement based on clause no. 8 of ISO 9001:2000 for any organization. 5 Marks
  
5. List the eight management principles on which ISO 9001:2000 structure is based. Elaborate any five of the principle with example from any industries/organization's live situation. 8 Marks

**Paper Code: QMA130/PQA130**

**Paper Title: Audit Functioning**

1. Define: 1X4=4 Marks
  - (i) Third party audit
  - (ii) Conformance
  - (iii) Deviation
  - (iv) Verification
  
2. Differentiate between: 2X2=4 Marks
  - (i) Auditee & Auditor
  - (ii) Certification body & accreditation body
  
3. What do you mean by inculcation of international system? Explain the impact of ISO 9000 series of standard in new business world. 4 Marks
  
4. Why MRM & Surveillance are the most important tools for development of quality management system? Explain. 5 Marks
  
5. Write the process of conducting Primary audit & certification audit. Explain the psychology of auditor at the time of conducting audit. 8 Marks

**Paper Code: QMA140/PQA140**

**Paper Title: Fundamentals in Total Quality Management**

1. Define 1X 4=4 Marks
  - (i) Empowerment
  - (ii) Leadership
  - (iii) Zero defect
  - (iv) Customer focus
  
2. Differentiate between 2X2=4 Marks
  - (i) TQM & ISO 9001 Standard
  - (ii) Result oriented & process oriented
  
3. How you will bring cultural transformation through Total Quality Management? 4 Marks
  
4. Discuss in details the tools & techniques of TQM. 5 Marks
  
5. Write a case study on the application of TQM in manufacturing sector.  
**or**  
Write a case study on the application of TQM in Service sector. 8 Marks

**Paper Code: QMA150/PQA150**

**Paper Title: Applied Statistics**

1. Define 1X4=4 Marks
  - (i) Six Sigma
  - (ii) 7 QC Tools
  - (iii) SPC
  - (iv) Control Chart
  
2. Define probability? State the multiplication theorem of probability. 5 Marks
  
3. What do you mean by FMEA? Explain the methodology of FMEA. 8 Marks

4. A teacher is trying to show the importance of quizzes to his students, though 95% of the final grade is determined by exam. A random sample of 12 students in his class was selected with the data given below:  
8 Marks

Sl. No.	Quiz Average	Final Average
1.	62	69
2.	96	89
3.	80	92
4.	90	78
5.	70	80
6.	94	75
7.	91	79
8.	72	84
9.	76	87
10.	45	48
11.	60	70
12.	88	91

- State the dependent (Y) variable & the independent (X) variable.
- Draw a scatter diagram of these data.
- Does the relationship between the variables appear to be linear or curvilinear?
- Give your comments.

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