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Topics for Internal Assessment Assignments
M.Sc. TQM - Final Year – 2014-15

Important Notice: 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 program classes pertaining to the paper. Therefore, the topics given below are only for 25 marks each paper.

Paper Code: - 59161/QMB110

Paper Title : - 5s & Just In Time (5s & JIT)

1. Define: **1X5 = 5 Marks**
 - (i) 5M & Quality
 - (ii) Good order
 - (iii) OSS
 - (iv) TQC
 - (V) KCD
2. Explain the meaning & importance of JIT. Explain in details the JIT movement in Japan. **4 Marks**
3. How you will minimize the equipment downtime and prevent the error with the help of '5S'. **4 Marks**
4. Compare the approaches of seiton and seiketsu. Explain the important points while implementation of 5s in any manufacturing organization. **4 Marks**
5. What do you mean by Kanban Cards? Explain with example, how to calculate no. of kanban cards required at work place. **8 Marks**

Paper Code:- 59162/QMB 120

Paper Title:- Total Productivity Maintenance (TPM)

1. Define: **5 Marks**
 - (i) Quality Rate
 - (ii) OPL
 - (iii) Adjustment Losses
 - (iv) Zero Failure
 - (V) Sanitation

2. What do you mean by TPM? Design the road map for the implementation of TPM. **4 Marks**
3. Define autonomus maintenance? Why skilled operators required for performing a quality job under autonomus maintenance. **4 Marks**
4. Write the short notes on OEE model. **4 Marks**
5. What are the "six-big losses" in the industry and how would you eliminate each of them; discuss in details. **8 Marks**

Paper Code:- 59163/QMB 130

Paper Title: - Customer Relationship Management (CRM)

1. What do you mean by: **1X5=5 Marks**
 - (i) Customer community
 - (ii) CRM model
 - (iii) ERP
 - (iv) Survey
 - (V) Monitoring process
2. What is CRM Strategy? Draw an strategy plan for the implementing the objectives and develop a periodical review system for it. **2 X 2 = 4 Marks**
3. What do you mean by Business climate? Explain in details. **4 Marks**
4. Enumerate the significance of customer satisfaction and customer protection. Explain with example. **4 Marks**
5. Write the case study on CRM. **8 Marks**

Paper Code: 59164/QMB140

Paper 4 : - Environmental Management System

1 X 5 = 5 Marks

1. Define;
 - (i) TC 147
 - (ii) ISO 14024
 - (iii) Deming Cycle
 - (iv) Soil Contamination
 - (V) IER
2. Write Short Notes on: **2 X 2 = 4 Marks**
 - (i) Eco-system
 - (ii) Acid rain and its causes
3. What do you mean by Environmental Management System? Explain the methods for conducting initial environmental review. **4 Marks**
4. Explain in details the purpose and importance of environmental impact assessment. **4 Marks**
5. Write the meaning and importance of environmental legislation in India. Discuss in details the:
 - I. The Water Act, II. The Air Act. **8 Marks**