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**Topics for Internal Assessment Assignment – 2014-15**  
**M.Sc. TQM – Previous Year and Diploma Courses**

**Important Notice:** Candidates are advised to read the separate enclosed instructions before writing the assignment.

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.

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**Paper Code:- 59141/QMA110 and PQA110**

**Paper Title:- Fundamental Concepts in Quality Management System**

1. What do you mean by: 1X4= 4 Marks
    - a. Holistic view of Quality
    - b. TC 176
    - c. Process Capability
    - d. Factual approach to quality
  
  2. Explain the use and importance of Quality cost score board. 4 Marks
  
  3. Differentiate between: 4 Marks
    - a. Quality in new millennium and Traditional practice of quality
    - b. Internal failure and external failure
  
  4. What do you mean by ISO? Write the history and evolution of quality management system. 5 Marks
  
  5. Compare and contrast the view and approaches of Quality Gurus. Having identified the best approach : in context of prevailing business environment how would you implement in your organization? 8 Marks
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**Paper Code: - 59142/QMA 120 and PQA120**

**Paper Title: - Preparation & Implementation of ISO 9001:2008**

1. What do you mean by: 4 Marks
    - a. SOP
    - b. Purchasing information
    - c. Review input
    - d. QCI
  
  2. Differentiate between: 4 Marks
    - a. Verification and Validation
    - b. Product and Process based system
  
  3. Explain the purpose and importance of Quality Management System Standard in customer oriented new business world. 4 Marks
  
  4. What do you mean by customer satisfaction? Write the procedure for customer satisfaction based on your process requirements and design customer satisfaction feedback form. 5 Marks
  
  5. What do you understand by process approach and monitoring & measurement of process? Draw and explain the process approach and monitoring & measurement of process in your organization. 8 Marks
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**Paper Code: - 59143/QMA 130 and PQA130**

**Paper Title : - Audit Functioning**

1. Define: 4 Marks
    - a. Audit Evidence
    - b. Quality improvement
    - c. Adequacy audit
    - d. Closing Meeting
  
  2. Differentiate between: 4 Marks
    - a. Corrective action and preventive action
    - b. non-compliance and Suggestion
  
  3. Analyse the role and importance of certification body for producing quality products and services. 4 Marks
  
  4. Explain the attributes, role, responsibility and authority of lead auditor and technical expert. 5 Marks
  
  5. Diagrammatically represent the audit process (Internal & External audit). Prepare a checklist for conduction of compliance audit and surveillance audit. 8 Marks
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**Paper Code:- 59144/QMA140 and PQA 140**  
**Paper Title: - Fundamentals In Total Quality Management**

1. Define: 4 Marks
    - a. Quality Function Deployment
    - b. Employee Empowerment
    - c. Zero defect product
    - d. FTA
  
  2. What do you understand by SWOT analysis? How would you carry out SWOT analysis in your organization? 4 Marks
  
  3. Differentiate between: 4 Marks
    - a. Integrated approach and TQM approach
    - b. Motivation and Leadership
  
  4. Explain why we need TQM culture in our organization? Prepare a road map for implementation of TQM for achieving Total Customer Satisfaction. 5 Marks
  
  5. Write a case study for application of TQM in service/ Manufacturing sector 8 Marks
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**Paper Code: - 59145/QMA 150 and PQA150**  
**Paper Title: - Applied Statistics**

1. Define: 4 Marks
  - a. Fish Bone Diagram
  - b. Standard Deviation
  - c. Champion
  - d. Binomial distribution
  
2. What do you mean by quality control tools? How do you use QCT in an organization to control process capability. 4 Marks
  
3. What is FMEA? How do you use FMEA in an organization to increase process reliability. 5 Marks
  
4. Calculate Spearman's Rank correlation coefficient & comment on result. 6 Marks

Height	70	50	63	48	75	85
Weight	88	54	70	50	80	95

5. Calculate 3<sup>rd</sup> quartile, 6<sup>th</sup> decile and 35 percentile from the following distribution: 6 Marks

Marks	40 - 50	50 - 60	60 - 70	70 - 80	80 - 90	90-100
No. of Student	25	50	30	60	45	20