

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

POST GRADUATE DIPLOMA IN MANAGEMENT (2023-24)
MID TERM EXAMINATION (TERM -III)

Subject Name: **Total Quality Management**

Time: **01.00 hour**

Sub. Code: **PGO32**

Max Marks: **20**

Note:

Section A carries 5 marks: 5 questions of 1 mark each, Section B carries 15 marks having 4 questions (with one choice) of 5 marks each.

SECTION- A (All Questions are Compulsory)

Q. 1: (A). What do you understand by “TQM”? Write. **(CO1, L3)**

Q. 1: (B). Define “Acceptance Sampling.” **(CO2, L2)**

Q. 1: (C). Why is “Assurance PLA” significant? **(CO1, L3)**

Q. 1: (D). How is “Stratification” different from “Scatter diagram” among the quality tools. **(CO2, L4)**

Q. 1: (E). Auditing senior reports to whom? Mention. **(CO1, L4)**

SECTION- B (Attempt any Three)

Q. 2. What are the six stages involved in “Six Sigma” process? Explain in a detailed manner. **(CO1, L3)**

Q. 3. Differentiate between CCO based audits and DDO based audits. Also, give example(s). **(CO2, L5)**

Q. 4. An organization produces smart solar lights and thus needs critical outsourced inspection. The outsourced organization has policy of creating a sample size of 70 at an acceptance rate of 1. What would be probability of accepting the lot for smart solar lights if this external inspection occurs and defined probability of accepting the lot with zero defects is 0.02? Also, this would be producer’s risk or consumer’s risk? Explain. **(CO1, L2)**

Q. 5. Organization “XYZ” deals with daily basis frauds, scams and unethical practices over social media platforms and helps Police department of “ABC” city to keep it safer and better. XYZ uses cyber crime professionals, effective super computers, efficient algorithms and AI-ML methods to detect false comments, fake accounts and wrong posts purely based on constitution’s legal and ethical

paramters. Which 7QC tool among Cause-effect diagram and Flow chart would be better in order to detect bottlenecks and root causes while conducting this practice on a daily basis for thousands/more such cases. Justify your response and draw the tool you selected for the given scenario. **(CO3, L5)**