TOTAL QUALITY MANAGENMENT

UNIT I INTRODUCTION

PART-A

- 1. Define Quality.
- 2. What are the dimensions of quality?
- 3. Why quality planning is needed?
- 4. What are the essential steps of quality planning?
- 5. Write down the Juran"s quality planning.
- 6. What is the cost of quality?
- 7. List out the different quality costs.
- 8. Distinguish between appraisal and failure costs.
- 9. What are prevention costs?
- 10. What are hidden cost?
- 11. Write down the objectives of quality cost evaluation.
- 12. Define TQM & TQM frame.
- 13. Write down the basic concepts of TQM.

(What are the elements of TQM)

- 14. What are the popular awards for quality?
- 15. List out the Indian companies which won Deming award.
- 16. Who are quality Gurus? Among them who trained Japanese CEO after second world war?
- 17. Define leadership. What are the principles of leadership?
- 18. What is quality council?
- 19. What are the duties of quality council?
- 20. What is quality statement? Give example for each.
- 21. Write down Deming"s 14 points.
- 22. What are the barriers to TQM implementation?
- 23. What is the role of senior management?
- 24. What is strategic planning?
- 25. Why is it difficult to change organization culture?

Part-B 1.a. Write down the dimensions of quality with example. b. Enumerate the duties of quality

council. 2. Explain Deming"s 14 points for improving quality, productivity and competitiveness. 3.a. what are the consumer prescriptions on quality? b. Explain quality planning? 4. Explain the cost of quality in detail. 5. Discuss about the basic concepts and principles of TQM? 6.a. Discuss the importance of leadership. b. What are the barriers for TQM implementation? 7. What is the role of senior management? 8. Describe the steps involved in strategic planning.

TQM PRINCIPLES PART-A

- 1. Draw a TQM framework.
- 2. Why are customer complaints important?
- 3. What is customer satisfaction?
- 4. Distinguish between Internal and External customers?

- 5. List out the customer prescription of quality
- 6. Why is customer retention important?
- 7. What is meant by motivation?
- 8. Write down the need for empowerment? What are the benefits?
- 9. Why is teamwork required?
- 10. What is the role of team leader?
- 11. What is the role facilitator?
- 12. What are the barriers to team progress?
- 13. Write about recognition and reward.
- 14. Why is performance appraisal conducted?
- 15. Write about management involvement.
- 16. Write about employee involvement.
- 17. Why is continuous improvement process required?
- 18. What is Juran"s Trilogy?
- 19. What is PDSA cycle?
- 20. Write about 5S
- 21. Distinguish between Kaizen and Kairyo.
- 22. Why is customer supplier partnership required?
- 23. Classify the sources of supplier.
- 24. What is performance measure?
- 25. Mention the categories for which Malcom Baldrige National Quality Award given?

PART-B

- 1. Explain the following things are treated important :
- i. Customer satisfaction
- ii. Customer complaints
- iii. Service quality
- iv. Customer retention
- 2. a. Describe employee involvement and empowerment

b.Why are "performance appraisal" and "recognition and reward" are needed? 3.a. What are the various

teams? Explain. b. Explain the role and responsibility of tem leader and facilitator. 4. Explain Juran"s Trilogy. 5. Explian: i. 5S concept ii. Kaizen iii. Supplier selection iv. Relationship development 6.

Describe the performance measure in detail. 7. Describe the Moslow"s need hierarchy theory and

Herzberg"s two factor theory for motivation.

UNIT III STATISTICAL PROCESS CONTROL (SPC) PART-A

- 1. List out the Seven Tools of quality.
- 2. What is Pareto diagram?
- 3. Draw a Cause and Effect diagram.
- 4. Draw the sample diagrams for the following:
- i. Graph
- ii. Histogram
- iii. Scatter diagram
- iv. Check sheet
- 5. Define: Mean, Median and Mode.

- 6. Define: Range and Standard deviation.
- 7. What are the measures of central tendency and dispersion?
- 8. What do you mean by population and sample?
- 9. What is control chart?
- 10. What is called control chart for variables?
- 11. What is called control chart for attributes?
- 12. Distinguish between "defect "and "defective"?
- 13. Write down Control limits for i. P chart ii. np chart iii.c chart & iv.u chart
- 14. Give example for p and np charts
- 15. Give example for c and u charts
- 16. Define process capability
- 17. What is process capability index?
- 18. Write down the steps for calculating the process capability index
- 19. What is six sigma?
- 20. What are the stages of six sigma?
- 21. What are the new seven management tools of quality?
- 22. What is affinity diagram?
- 23. What is the use of relationship diagram?
- 24. When do we use tree diagram?
- 25. What is matrix diagram?
- 26. What is use of PDPC?
- 27. What is arrow diagram?
- 28. What is matrix data analysis diagram?

PART-B 1.Explain the seven tools of quality 2.How the pareto analysis done? explain with example 3.How is cause and effect diagram constructed? Discuss in detail with a case study. 4. a. Discuss the properties of normal curve. b. What are the measures of central tendency and dispersion? 5. Describe the control charts for variable and attributes. 6. Describe the control charts for defects or non-conformities 7. Describe the process capability analysis concept of six – sigma. 8. Discuss about the new seven

management tools of quality. 9. Draw the general structure of "house of quality" and indicate the constituents. 10. Explain with example how affinity and relation diagrams are used. 11. Explain with examples how tree and arrow diagrams are used. 12. Explain with examples how Matrix diagrams and Matrix data analysis methods are used. 13. Describe with suitable examples how the PDPC method and affinity diagram are used. MG 1401 TQM UNIT III PROBLEMS

1. Find the arithmetic mean of the following runs scored by 10 cricketers ina a test match : 43, 31, 112, 4, 66, 32, 20, 7, 6.

2. Given the following frequency distribution, calculate mean: WEEKLY WAGES(Rs.) NO. OF WORKERS WEEKLY WAGES(Rs.) NO. OF WORKERS

125-175	2	375-425	4
175-225	22	425-475	6
225-275	19	475-525	1
275-325	14	525-575	1
325-375	3		