

## **BA5107 TOTAL QUALITY MANAGEMENT**

### **IMPORTANT QUESTIONS AND QUESTION BANK**

#### **UNIT-I INTRODUCTION**

##### **2-Marks**

1. Define quality?
2. List the dimension of quality?
3. Define quality cost?
4. List the element categories of quality costs?
5. When is meant by cost of prevention?
6. List any four elements of prevention?
7. What do you mean by costs of appraisal?
8. What is the cost of appraisal?
9. Define TQM?
10. What is the element of TQM?
11. What are the customer perceptions on quality?
12. List the various tools used for collecting customer complaints?
13. What is meant by customer retention?
14. Tabulate the tangible and intangible benefits of TQM?
15. What is cost of quality?
16. Who is an external customer?
17. Mention any two factors that influence purchase by customer.
18. Define hidden cost.
19. Define Return on Quality (ROQ)
20. Compare appraisal and failure costs.

##### **13-Marks**

1. Explain the total quality management?
2. Explain TQM frame work?
3. Benefits of TQM?
4. Approaches of TQM?
5. Principles of TQM?
6. Obstacles in TQM?
7. Explain the quality statement?
8. Explain the customer focus?
9. Translating needs into requirements?
10. Dimensions of product & service quality?
11. Explain the various dimension of quality?
12. Explain the concept of cost of quality in detail?
13. Explain the element of TQM

14. Discuss in detail the dimension of quality and its relevance in productivity efficiency
15. Write briefly in kano model?

## **UNIT-II PRINCIPLES AND PHILOSOPHIS OF QUALITY MANAGEMENT**

### **2-Marks**

1. Name any six quality gurus?
2. What PDCA cycle?
3. What are the seven deadly diseases of management proposed by Deming?
4. Draw the Juran's three-role model?
5. Give Crosby's four absolute for quality management?
6. What is Kaizen?
7. Give the Taguchi's definition of quality?
8. What is 5's practice?
9. What you mean by "KAIZEN"?
10. What is MUDA?
11. What is JIT?
12. What is POKA-YOKE?
13. Define empowerment?
14. What is motivation?
15. What are Maslow's hierarchies of needs?
16. Explain the quality circle?
17. What is meant by Deming cycle?
18. mention any two contributions of Ishikawa to TQM?
19. What is 8d methodology?
20. What is loss function in quality management?

### **13-Marks**

1. Explain the principles of quality?
2. Explain the PDSA Cycle?
3. Juran's 10 steps for quality improvement?
4. Benefits of companywide quality?
5. Explain the fish bone diagram?
6. Stages of quality control?
7. 8D problem-solving methodology?
8. Benefits of 8D methodology?
9. What is quality circle? Objectives of quality circle and characteristics of quality circle?
10. Structure of quality circle?
11. Explain the types of problems?
12. Explain in detail about Deming philosophy?

13. Explain about Taguchi's quality loss function?
14. Explain Japanese 5S principles
15. Explain the Deming 14 points to quality management?

### **UNIT-III STATISTICAL PROCESS CONTROL**

#### **2-Marks**

1. Define SPC?
2. What do you mean by measures of tendency?
3. What are the three measures of central tendency?
4. What do you mean by measures of dispersion?
5. What are the three measures of dispersion?
6. Define the term reliability?
7. Draw the product life characteristics curve?
8. What are the objectives of reliability engineering?
9. Differentiate between availability and maintainability?
10. Differentiate between MTTR and MTBF?
11. Mention the benefits of BPR?
12. What is process capability index?
13. What is flow chart?
14. How BPR differs from TQM?
15. What do you mean by preventive maintenance?
16. What is Terotechnology?
17. What is business process reengineering?
18. What is six sigma?
19. What is BPI?
20. Write a note on TMP?

#### **13-Marks**

1. Define maintenance? Explain the objectives of TPM?
2. Types of maintenance?
3. Formula to calculate overall equipment effectiveness?
4. Measure of central tendency?
5. Types of variations?
6. Define of sigma? Phases of six sigma methodology?
7. Benefits of six sigma?
8. Explain the business process reengineering?
9. 12 steps for TPM development?
10. Explain the total productive maintenance?
11. What is control chart? Explain its need and types.
12. Explain the benefits and limitations of Reengineering process
13. Describe about TPM.

14. Describe the principles and application of business process improvement?
15. Compare contrast between variable and attribute control charts.

### **UNIT-IV TOOLS AND TECHNIQUES FOR QUALITY MANAGEMENT**

#### **2-Marks**

1. What is QFD?
2. What are objectives of QFD?
3. What do mean by house of quality?
4. What is FMEA?
5. Define risk priority number (RPN)?
6. List the seven tools of quality?
7. What is pareto diagram?
8. What is scatter diagram?
9. List out the new seven management tools?
10. What is bench marking?
11. Mention about the Voice of Customer.
12. Mention the concept of Poka-yoke.
13. Define Quality Function Development.
14. List down the types of FMEA.
15. Expand FEMA
16. What is quality council?
17. Define quality function deployment?
18. What is matrix data analysis diagram?
19. What are the types of check sheets commonly used?
20. Outline the sources of bench marking.

#### **13-Marks**

1. Explain the quality function development?
2. Benefits of QFD?
3. Voice of the customer?
4. Explain the House of quality?
5. Failure mode and effect analysis (FMEA)?
6. What is documentation? Explain the block diagram?
7. Explain the Taguchi techniques parameter design?
8. Explain the seven old (statistical tools)?
9. Explain the seven new management tools?
10. Explain the information organisation?
11. Explain the features of Quality Function Development
12. Discuss in detail about the seven tools of Quality Management.
13. Explain the features of QFD?
14. Expand FEMA. List down the stages of FEMA.
15. Categorize the benchmarking process with an illustration.

## **UNIT-V QUALITY SYSTEMS ORGANIZING AND IMPLEMENTATION**

### **2-Marks**

1. What do you mean by the term quality system?
2. What is ISO?
3. What is the ISO 9000 and ISO 14000?
4. What is the function of ISO 9000 family?
5. What is the function of ISO 14000 family?
6. What is the ISO 9000 standard?
7. Who is the responsible for developing the ISO 9000 standards?
8. Write down the necessity for documentation?
9. Define quality audit?
10. What are the types of audits?
11. List the stages of an audit?
12. What is Quality Council?
13. Mention about any two benefits of TQM.
14. Write a note on need for ISO?
15. Define empowerment?

### **13-Marks**

1. Explain the TQM culture?
2. What is leadership? Explain the characteristics of quality leaders?
3. What is quality council? Explain the duties of quality council?
4. What is the ISO? ISO 9001 is for quality management?
5. Explain the process approach?
6. What documentation? Explain documentation pyramid?
7. Basic process model?
8. Process based structure?
9. Where should ISO 9004 be positioned?
10. Who is responsible for developing ISO standards?
11. What is TQM framework? Explain its benefits.
12. Explain the benefits of ISO 9001:2000 Certification.
13. Write three conditions needed to create the empowered environment.
14. What is ISO 9004? State its significance.
15. Explain the significance and benefits of ISO 14000.