

**Total Quality Management  
Important 10 Mark question**

**Unit I**

1. Explain the various steps to strategic planning.
2. State the obstacles to TQM implementation.

**Unit II**

1. Describe the concept and objectives of Quality circle.
2. Explain PDCA cycle for continuous improvement.

**Unit III**

1. Write the classification of data and tabular presentation of data.
2. Discuss graphical, representation of a frequency distribution.

**Unit IV**

1. Explain the methods of doing process capability.
2. Write the steps in constructing 'P' charts.

**Unit V**

1. Enumerate the detailed procedure of total productive maintenance.
2. Explain the construction of matrix data analysis diagram.