

**Total Quality Management
Important 2 Mark question**

1. Define TQM.
2. What is sampling?
3. What is strategic planning?
4. State the purpose of cause and effect diagram.
5. List the purpose of arrow diagram.
6. Define process capacity.
7. State the TQM concept.
8. Define the term quality.
9. What are the dimensions of quality?
10. When run chart is used?
11. Define frequency distribution.
12. When 'R' charts are used?
13. Write about radar diagram.
14. Define concept of TPM.
15. List the various types of control charts.

Important 3 Mark question

1. List the potential benefits of TQM.
2. Write short notes on customer delight.
3. What is stratification analysis?
4. Write short notes on frequency distribution.
5. State the pitfalls of bench marking.
6. State the quality statements of organization.
7. Write the concept of quality circle.
8. Write the objectives of control charts.
9. Write short notes on np chart.
10. Define mean, median and mode.