GE 2022 TOTAL QUALITY MANAGEMENT

(Regulation 2008)

( Question Bank – Unit I )

PART- A Questions

1. Define Quality

2. Define Quality as Per Edward Deming.

3. Write the equation that would quantify quality.

4. List the faces of quality.

5. What do you mean by service quality?

6. What are the dimensions of service quality?

7. State why Quality is emphasized in modern organizations?

8. Define quality as per ISO 9000.

9. Explain in brief about durability.

10. List the four elements of system of profound knowledge as described by

Edward Deming.

11. What are the basic concepts that a successful TQM programme require?

12. Mention any four principles of TQM.

13. What are the pillars of TQM?

14. List the elements of TQM.

15. List the six basic concepts of Total Quality Management.

16. What are the benefits Of TQM?

17. State the underlying principles of TQM.

18.Li9st the various factors which constitute the framework of TQM.

19.What are four absolutes of Quality observed by Philip b. Crosby?

20.What are the seven deadly diseases that would affect any organization?

PART- B Questions

1(a).Elaborate the Demings’s philosophy over the quality and productivity improvement. ( 10 marks

1(b).Describe the barriers in the implementation of TQM ( 6 marks

2.Consider any one service organization of your choice and explain about the

various dimensions of quality of service. ( 16 marks

3(a).Explain the characteristics of TQM derived from the definitions.( 8 marks

(b.Explain the Juran Views of TQM ( 8 marks

4(a).”Various difficulties can be anticipated in the implementation of TQM Programme”. Validate the stsement. ( 8 marks

4(b).Discuss in detail about the dimensions of quality in the context of a product ( 8 marks

5. Discuss Juran’s Principles of Quality improvement. (16 marks

6. Explain about Deming,s fourteen point philosophy for Quality Improvement ( 16 marks

7(a).Explain the six basic concepts of TQM. ( 8 marks

(b. Explain the various dimensions of quality ( 8 marks

8. (a)Explain about the barriers in TQM implementation and solution. ( 8 marks

(b).Explain about quality. ( 8 marks

9(a). State and explain the principles of TQM. ( 8 marks

(b. Explain the Juran’s Trilogy of Quality. ( 8 marks

10. What are the different definitions given for quality? Explain how it got

evolved and what are it’s primary concerns.

( Question Bank – Unit II )

PART- A Questions

1. What is vision statement?. Give an example.

2. What are quality statements?

3. Customer retention is more powerful than customer satisfaction. Why?

4. List the benefits of employee involvement.

5. What do you mean by the term leadership?

6. Draw the figure to depict customer satisfaction model.

7. State the importance of customer retention.

8. What do you mean by customer retention?

9. Explain in brief about Strategic Planning.

10. Define Empowerment.

11. What are the conditions necessary for empowerment?

12. What are the benefits of 5s?

13. What is the use of performance appraisal?

14. List any four barriers to team progress.

15. List the 5S’s.

16. Why it is difficult to change organizational culture?

17. Explain supplier selection.

18.How do the business people measure customer satisfaction?.

19.How are the customer needs and requirements documented?

20.What are important habits of quality leader?

PART- B Questions

1(a).Explain the PDCA improvement cycle in detail. ( 8 marks)

(b).Brief on employee empowerment. ( 8 marks)

2.What is a team and explain the functions and characteristics of a successful Team? ( 16 marks)

3(a).Write about Quality statements and Customer Satisfaction. ( 8 marks )

(b).Discuss about Supplier Rating and Relationship Development. ( 8 marks)

4(a).”Various difficulties can be anticipated in the implementation of TQM Programme”. Validate the statement. ( 8 marks)

4(b).Explain the characteristics of successful team. ( 8 marks)

5. Briefly discuss (1) Customer satisfaction ( 4 marks )

(2) PDSA cycle. ( 8 marks)

(3) Kaizen ( 4 marks)

6. (a).What are the customer perceptions of quality? Explain. ( 8 marks)

(b). Explain the basic techniques used for measuring performance. ( 8 marks)

7(a).List and explain the most important factors which influence customer purchases. ( 8 marks )

(b. Explain how customer needs are translated into requirements in Kano model? ( 8 marks)

8. (a)Give an example of “ Win/Win” and “Win/Lose” strategy in day to day life. ( 6 marks )

(b).Design a customer satisfaction questionnaire to evaluate the level of customer satisfaction in a mobile service provider industry and a sport shoe manufacturing industry. ( 10 marks)

9(a). What are the characteristics of successful teams? ( 8 marks )

(b.What is 5S?. Explain all the elements of 5S principle in detail. ( 8 marks)

10. (a) What are the characteristics of empowered employees? ( 8 marks)

. (b) Explain with a neat sketch the continuous improvement cycle. ( 8 marks)