**Total Quality Management**

1. How can quality can be quantified?
2. What are the benefits of TQM?
3. List the various factors which constitute the framework of TQM.
4. Define the tools required to implement kaizen in a manufacturing system.
5. List out the six basic concept of TQM.
6. What are the four absolutes of quality observed by Crosby?
7. What are the elements of TQM?
8. What do you mean by service quality ?
9. What are the dimensions of service quality?
10. Why is quality required in products and services today ?
11. How is quality defined?
12. Discuss the Deming’s philosophy for TQM
13. Describe the barriers in the implementation of TQM.
14. Explain the Deming‟s philosophy for TQM
15. Explain in detail, the barriers in the implementation of TQM.
16. Explain the various dimensions of quality
17. Explain in detail, Juran‟s principles of quality improvement
18. Explain customer satisfaction & retention in details?
19. How would you summarize customer complaints in detail
20. Explain customer satisfaction & retention in details.
21. Analyse the cost of quality in detail
22. How can quality can be quantified?
23. What are the benefits of TQM?
24. List the various factors which constitute the framework of TQM.
25. Define the tools required to implement kaizen in a manufacturing system.

**UNIT II**

1. Explain the concept of PDSA Cycle
2. What is a team?Describe the characteristics of a successful team
3. Explain the different approaches towards continuous process improvement
4. How Kaizen is practiced in workplace?Give an example
5. Brief note on Employee Empowerment.
6. DiscussvariouselementsofISO9000:2000qualitysystem
7. Discuss the benefits of ISO 9000 certification
8. Discuss the benefits o fISO 14000 certification
9. What is QS 9000? State its significance
10. Explain the major clauses of QS9000 standard
11. Explain QMS auditing.
12. How can quality can be quantified?
13. What are the benefits of TQM?
14. List the various factors which constitute the framework of TQM.
15. Define the tools required to implement kaizen in a manufacturing system.
16. Discuss the Deming’s philosophy for TQM.
17. Describe the barriers in the implementation of TQM
18. Explain the various dimensions of quality
19. Discuss Juran’s principles of quality improvement

**UNIT III**

1. Explain benchmarking process
2. Explain six sigma concept
3. Explain new seven tools of quality management
4. Discuss the various stages of FMEA.
5. What are the benefits of Benchmarking?
6. Name some new management tools.
7. What are the problems involved in benchmarking a direct competitor?
8. hat are the benefits of TPM?
9. Describe the evolution of six sigma in Motorola company.
10. What are the types of check sheets commonly used ?
11. What is Benchmarking? Give an example.
12. What are the factors that distinguish six sigma concepts from traditional quality management concepts?
13. What is meant by failure mode and effect analysis?
14. What are the reasons for benchmarking?
15. Why is brain storming considered as an effective tool?
16. Explain benchmarking process
17. With example, explain six sigma concept
18. Explain new seven tools of quality management
19. .Discuss the various stages of FMEA.
20. Discuss the Deming’s philosophy for TQM.
21. Describe the barriers in the implementation of TQM

21.Explain the various dimensions of quality

22.Discuss Juran’s principles of quality improvement

**UNIT IV**

1. Explain the seven step plan to establish the TPM in an organization in detail..
2. Explain the concept of Taguchi‟s Quality loss function in detail.
3. .Explain the different types of cost contributing to the cost of quality
4. Discussindetailhowthevoiceofcustomeristransformedintotechnicalandfunctional requirements by QFD
5. How is house of quality constructed? Explain with an example
6. Write a note on performance measures of TQM
7. How can QFD be deployed?
8. What is the formula for measuring equipment effectiveness?
9. What is meant by “house of quality”?
10. What does “DMAIC” convey in six sigma?
11. What is Taguchi’s quality loss function?
12. Draw the general structure of House of Quality.
13. What are the functions of quality circles?
14. List the objectives of TPM programme.
15. Define TPM.
16. What are the big losses avoided by TPM
17. Who constitute a quality circle?
18. Explain the seven step plan to establish the TPM in an organization in detail
19. Explain the concept of Taguchi’s Quality loss function in detail. Give an example
20. Explain the different types of cost contributing to the cost of quality
21. Discuss in detail how the voice of customer is transformed into technical and functional requirements by QFD

**UNIT V**

1. How is house of quality constructed? Explain with an example
2. Write a note on performance measures of TQM
3. DiscussvariouselementsofISO9000:2000qualitysystem
4. Discuss the benefits of ISO 9000 certification
5. Discuss the benefits of ISO 14000 certification
6. What is QS 9000? State its significance
7. Explain the major clauses of QS9000 standard
8. Explain QMS auditing.
9. What are the general requirements of quality management system?
10. Draw documentation pyramid.
11. Define the term “quality loss function”.
12. List down the main elements of ISO -14000.
13. List out the global benefits of adopting ISO 9000 quality system.
14. Differentiate between ISO 9000 and QS 9000.
15. What are the organization standards and product standards?
16. What is the concept of environmental management system?
17. What are the benefits of ISO 9000 certification?
18. What is internal and external quality audit?
19. What are the objectives of ISO 9000? Why is a quality system required?
20. Discuss various elements of ISO 9000:2000 quality system
21. Discuss the benefits of ISO 9000 certification
22. Discuss the benefits of ISO 14000 certification
23. What is QS 9000? State its significance
24. Explain the major clauses of QS 9000 standard
25. Explain QMS auditing.