

## IMT- 55

### TOTAL QUALITY MANAGEMENT

#### Notes:

- Write answers in your own words as far as possible and refrain from copying from the text books/handouts.
- Answers of I<sup>st</sup> Set (Part-A), II<sup>nd</sup> Set (Part-B), III<sup>rd</sup> Set (Part – C) and Set-IV<sup>th</sup> (Case Study) must be sent together.
- Submit the assignments in IMT CDL H.O. along with the assignments Question Papers for evaluation .
- Only hand written assignments shall be accepted.

<b><u>A. First Set of Assignments</u></b>	5 Questions, each question carries 1.5 marks.
<b><u>B. Second Set of Assignments</u></b>	5 Questions, each question carries 1.5 marks.
<b><u>C. Third Set of Assignments</u></b>	5 Questions, each question carries 1.5 marks. Confine your answers to 150 to 200 Words.
<b><u>D. Forth Set of Assignments</u></b>	Two Case Studies : 7.5 Marks. Each case study carries 3.75 marks.

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#### SECTION - A

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- Explain the contribution of Juran.
- List various technique to sustain continuous improvement, and explain.
- A Pareto chart for the number of defects in a foundry is shown in the following table. The data of four categories of defects was recorded.

Crack	71
Leak	12
Rusty	30
Others	38

Explain the correct conventional listing for the Pareto chart from left to right.

- What is six Quality Cost.? Explain with example.
- Write note on lean production, and SPC.

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#### SECTION - B

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- What is the difference between TQM and QC? Explain with example.
- What is quality Circle ? Explain the advantage.
- Write a plan to implement TQM in a college.
- Define leadership.
- List various techniques to sustain continuous improvement.

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#### SECTION - C

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- Define quality.
- How does employee satisfaction relate to customer satisfaction?
- Select one or more of deming's 14 points and describe how you would achieve or implement it.
- State and explain the seven tools of TQM.
- What is the concept of six sigma and explain the steps of DMAC .

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### CASE STUDY - 1

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The Car manufacturer collected the data for quality As

	X1	X2	X3	X4	X5
1.	5	4	3	5	6
2.	4	4.5	3.6	5	5
3.	5	5	6	3	3
4.	4	3	5	6	3.6

Draw the X chart and R chart and explain the defect. Also explain the steps for other run charts.

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### CASE STUDY - 2

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A major record-of the month club collected data on the reasons for returned shipments during a quarter. Result are : wrong selection,50000; refused, 195000; wrong address, 68000; order canceled,5000;and other, 15000. Construct a Pareto diagram.