

DKM COLLEGE FOR WOMEN (AUTONOMOUS),VELLORE.

DEPARTMENT OF MANAGEMENT STUDIES

QUESTION BANK

SUB : TOTAL QUALITY MANAGE

CLASS : II MA HRM

Section-A 6 Marks Questions

1. What is Bench marking?
2. What is TQM culture?
3. What is employee Involvement?
4. What is Tam leadership?
5. Define TQM and its characteristics?
6. What are the potential benefits of TQM?
7. Write short note on principles of TQM?
8. Who are internal and external customers?
9. Explain the customer's perception on Quality circle?
10. Write a note on customer Retention?
11. What are the objectives and characteristics of quality circle?
12. Explain about the structure and steps or problem solving in QC?
13. What the benefits of TPM?
14. What are TPM and its objectives of TPM?
15. What are the six big losses that are to be eliminated by TPM?
16. What do you mean by term "Taro Technology"
17. What is BRP?
18. How does BRP differ from TQM?
19. What is QFD? Where do we really need QFD?
20. List out any four benefits of QFD and its uses?
21. Why TQM?
22. What is total quality Management?
23. Defined TQM?
24. What is a quality statement?

25. What is a vision statement?
26. What is a mission statement?
27. What is quality policy statement?
28. What is customer satisfaction?
29. Who are the customers?
30. What is a quality circle?
31. What is 5S?
32. Details of 5S?
33. What is it?
34. What is a statistical fundamental?
35. What is six sigma?
36. Why do we need Six Sigma?
37. What is BRP?
38. How does BRP Differ from TQM?
39. What to Reengineer?
40. What is BRP methodology
40. What is quality function development?
41. What is FMEA?
42. What is QFD methodology?
43. Write the benefits of TPM?
44. How does BRP differ from TQM?
45. List out any four benefits of QFD and its uses?
46. What is FEMA, various types and four benefits and its uses?
47. What are the six seconds of a basic house of quality matrix?

PART -B

48. Discuss about basic concepts of TPM in detail?
49. Write engineering brief about the Following:-
 - (I) Quality Statements.
 - (ii) Vision statements.
50. Mission statements.
51. Quality policy statements.

52. Mention at least 10 guidelines /Recommendations for quality circle being implemented successfully?
53. Write the steps by steps procedure to develop of TPM program in an organization and its Various of TPM?
54. Write the benefits of BPR and list any ten principles of BRP?
55. What is meant by QFD process? Describe the four phases of QFD?
56. List out the discipline of '8D' methodology and benefits of 8'D methodology?
