

## **UNIT-1**

What does TQM stand for, and what is its main focus?

Define quality in the context of business and manufacturing.

List the key elements of Total Quality Management.

Who are some pioneers associated with the history of quality management?

What are control charts used for in Statistical Quality Control?

Explain how TQM differs from traditional quality management approaches.

Describe the role of top management in implementing TQM.

How does communication affect the culture of quality in an organization?

Compare the differences between product inspection and process control.

Why is statistical quality control important in maintaining process quality?

## **UNIT-2**

What is the difference between process focus and customer focus?

Define internal customer conflict in a business context.

What is customer satisfaction, and why is it important?

List the main roles of the marketing and sales departments in achieving customer satisfaction.

What is benchmarking, and how is it used in business?

Explain how focusing on quality can resolve conflicts between process efficiency and customer needs.

Describe how internal customer conflicts can impact overall business performance.

How do marketing and sales contribute to improving customer satisfaction?

Explain the significance of buyer-supplier relationships in achieving quality goals.

Describe the evolution of benchmarking and how it has shaped modern business practices.

## **UNIT-3**

- What is a systems approach in quality management?
- List the seven tools of TQM.
- Define a Quality Circle.
- What is a check sheet used for in TQM?
- Name the different diagrams used as tools in TQM, such as the Ishikawa and Pareto diagrams.
  
- Explain how the systems approach helps in implementing quality management.
- Describe the purpose of a Quality Circle and how it can benefit an organization.
- How does transitioning from a traditional organization to a TQM organization impact the company's culture?
- Explain the difference between a Pareto diagram and a scatter diagram.
- How does the Ishikawa diagram help identify the root causes of a problem?

### **UNIT-3**

- What is the definition of the Cost of Quality?
- List the different types of quality costs.
- Define prevention costs and appraisal costs within the context of quality management.
- What are internal failure costs and external failure costs?
- Name three methods used to measure quality costs.
- Explain the significance of understanding the Cost of Quality for an organization.
- Describe how quality costs can impact overall business performance.
- How do prevention costs differ from appraisal costs in terms of their role in quality management?
- Discuss the importance of accurate measurement of quality costs for decision-making.
- Explain the relationship between accounting systems and effective quality management.

### **UNIT-5**

- What does ISO stand for, and what is the purpose of ISO 9000?

- List the main components of the ISO 9000 series standards.
- Define third-party audit in the context of ISO 9000 certification.
- What are some benefits of obtaining ISO 9000 certification?
- What types of documentation are required for ISO 9000 compliance?
- What does ISO stand for, and what is the purpose of ISO 9000?
- List the main components of the ISO 9000 series standards.
- Define third-party audit in the context of ISO 9000 certification.
- What are some benefits of obtaining ISO 9000 certification?
- What types of documentation are required for ISO 9000 compliance?