

## BA5107 Total quality management

### 2mark Question with Answer

#### Unit-II

#### Principles and Philosophies of Quality Management

**1. Name any six quality gurus?**

1. W. Edwards Deming
2. Joseph M. Juran
3. Phillip Crosby
4. Masaki Imai
5. Armand V. Fayenbaum
6. Kaoru Ishikawa

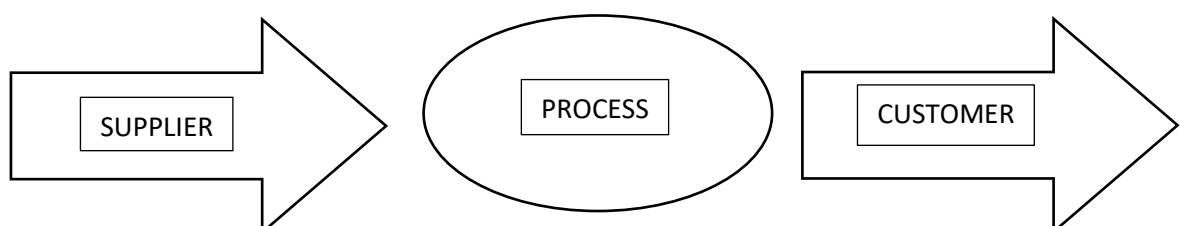
**2. What PDCA cycle?**

The PDCA stands for plan, Do, Check and Act. It is a universal improvement methodology which encourages a systematic approach to problem solving.

**3. What are the seven deadly diseases of management proposed by Deming?**

1. Lack of consistency of purpose
2. Emphasis on short term profits
3. Reliance on performance appraisal and merits
4. Staff mobility
5. Reliance on financial figures
6. Excessive medical costs
7. Excessive legal costs

**4. Draw the Juran's three-role model?**



**5. Give Crosby's four absolutes for quality management?**

- First absolute : The definition of quality is conformance to requirements, not goodness
- Second absolute : The system for causing quality is preventive, not appraisal
- Third absolute : The performance standard must be zero defects, not "that's close enough"
- Fourth absolute : The measurement of quality is the price of non-conformance, not indexes.

**6. What is kaizen?**

Kaizen is a Japanese word which means continuous improvement or improvement over improvement. It is the process of continuous improvements in small increments that make the process more efficient, effective, controllable, and adequate.

**7. State the fundamental difference Kaizen and Kairyo?**

Kaizen	Kairyo (Innovation)
It is achieved through conventional know-how and PDCA	It is obtained by technological or organizational breakthrough
It is employee oriented	It is technology oriented
It requires little investment but great effort to maintain	It requires large investment but little effort to maintain
It involves everybody in the company	It involves a selected few experts and researchers
It requires recognition of effort before results	It is motivated by expected results

**8. Give the Taguchi's definition of quality?**

Taguchi defines quality as the loss imposed to society from the time the product is shipped.

**9. What are the three stages of Taguchi's development?**

1. System design stage
2. Parameter design stage
3. Tolerance design stage

**10. What is a QC?**

A quality circle (QC) is a group of work- force members, usually from within same work area or doing similar works, who volunteer to meet weekly (on company time) to address quality problems that occur within their work area.

**11. Write the objectives of a quality circle?**

1. To provide a supportive atmosphere which is encompassed the active involvement of employees in all aspects of the work process.
2. To improve quality
3. To increase overall productivity
4. To promote improved communications and team work between all levels of the organization.

**12. What is the role of a facilitator in a QC?**

- i. Facilitator is responsible for successful operation of the QC.
- ii. Facilitator guides and motivates QC members and instills a sense of belonging and confidence into QC members.
- iii. Facilitator represents the circle in the steering committee.

**13. What is '5S' practice?**

The 5S practice is a housekeeping technique used to establish and maintain a productive and quality environment in an organization. 5S stands for SEIRI, SEITON, SEISO, SEIKETSU, and SHITSUKE.

**14. Construct the meaning of the terms SEIRI and SEITON?**

- SEIRI denotes action to identify and sort out all items necessary and unnecessary items and discard all unnecessary items.
- SEITON means to arrange everything in proper order so that it can be easily picked u for use.

**15. What does the term SEIKETSU refer?**

SEIKETSU means maintaining a high standard of workplace organization and housekeeping at all times.

**16. What is '8D' methodology?**

The Eight Disciplines (8D) Methodology provides a frame to work to utilize the experience and expertise in an organization to implement permanent solutions. The 8D comprises a method of resolving a problem when the cause of the problem is unknown.

**17. What is you mean by quality vaccine?**

Crosby advocated making TQM as integrate part of an organization's activity through the concept of quality vaccine. The three major components of quality vaccine as

- i. Integrity polices
- ii. Communication
- iii. Systems and operations

**18. What is '5W2H' methods?**

The 5W2H stands for what, why, where, when, who, how and how much. It is also a continuous improvement tool.

**19. What is Crosby's 6C'S?**

1. Comprehension (Understanding)
2. Commitment (By all)
3. Competence (Improvement)
4. Correction (Eliminations of errors)
5. Communication (Support of people, Customers and Suppliers)
6. Continuance (Improvement)

**20. What you mean by “KAIZEN”?**

KAI means change

ZEN means for better

KAIZEN means an ongoing improvement that involves everyone in all areas with little or no investment. This relates to the process of continuous improvements.

**21. What is MUDA?**

MUDA- the 7 classes of waste (overproduction, delay, transportation, processing, inventory wasted movements and defective parts).

**22. What are Japanese 5’S principles?**

The Japanese 5’S principles as follows:

- i. Proper arrangement (Seiko)
- ii. Orderliness (Seiten)
- iii. Personal cleanliness (Seiketso)
- iv. Clean up (Seiso)
- v. Discipline (Shitsuki)

**23. What is JIT?**

Just-in-time principles to produce the units in the right quantities at the right time, with the right resources.

**24. What is POKA-YOKE?**

POKA-YOKE to prevent or detect errors.

**25. What is motivation?**

Motivation means a process of stimulating people to accomplish desired goals.

**26. What are the Maslow’s hierarchies of needs?**

Maslow’s basic needs are:

- a. Physiological
- b. Safety

- c. Social
- d. Esteem
- e. Self-actualization needs

**27. List the Herzberg's motivation and dissatisfies?**

Motivation factors	Dissatisfies or hygiene factors
Achievement	Supervisors
Recognition	Working condition
The work itself	Interpersonal relationships
Responsibility	Pay and security
Advancement and growth	Company policy and administration

**28. Define empowerment?**

Empowerment is an environment in which people have the ability, the confidence, and the commitment to take the responsibility and ownership to improve the process and initiate the necessary steps to satisfy customer requirements within well-defined boundaries in order to achieve organizational values and goals.

**29. What are the conditions necessary for empowerment?**

The conditions required are:

1. Everyone must understand the need for change.
2. The system needs to change to the new paradigm.
3. The organization must provide information, education, and skill to its employees.

**30. Classify rewards?**

1. Intrinsic reward: these are related to feelings of accomplishment or self-worth.
2. Extrinsic rewards: These are related to pay or compensation issues.

**31. List any four areas of computer applications in TQC programs?**

1. Complaint reporting by field engineers.
2. Incoming-material quality reporting.

3. In-process control, inspection and test data reporting.
4. Quality planning and instructions.

**32. What do you mean by CAQ?**

Computer-Aided Quality (CAQ) integrates the engineering data base that designed the art and the product and guided its manufacture with the inspection and test of the post and product.

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