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Total Quality Management
Important 13mark questions

Unit I

1. Explain the basic concepts of TQM.
2. What are the barriers to “TQM Implementation”?

Unit II

1. Explain the step by step procedure in Strategic Quality Planning.
2. Briefly explain about Recognition and Reward System along with its effects.

Unit III

1. List out the seven new management tools. Explain them briefly.
2. Explain in detail about typical benchmarking methodology.

Unit IV

1. Explain about QFD Process.
2. Describe the concepts of TPM. List out the steps for TPM Development.

Unit V

1. Describe the importance of ISO 9000.
2. Explain about the Obstacles to Implementation of TQM.