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**Total Quality Management**  
**Important 2mark questions**

**Unit I**

1. Define Quality as per Crosby.
2. List down the contributions of Juran's.

**Unit II**

1. What is Employee Empowerment?
2. Name a few barriers of Team Performing.

**Unit III**

1. Give the seven tools of quality.
2. What is Six Sigma Problem Solving Method?

**Unit IV**

1. Define "Taguchi's Quality Loss Functions" (TQLF).
2. What are the criteria to evaluate the performance measures?

**Unit V**

1. What are the four elements for the planning of ISO 14001?
2. Define Quality Audits.