**Total quality management**

**Internal Assignment Applicable for June 2020 Examination**

**1. Explain your understanding (Process perspective) & give appropriate examples to explain: Acceptance Sampling, Double sampling & sequential acceptance sampling?**

**Answer**: **Acceptance Sampling**

Acceptance sampling is the process of evaluating a portion of the product /material in a lot for the purpose of accepting or rejecting the lot as either conforming or not conforming to quality specifications. Inspection for acceptance purpose is carried out at many stages in manufacturing. There are generally two ways in which inspection is carried out: (i) 100% inspection, (ii) Sampling inspection.

A sample may be defined as the number of items drawn from a lot, batch or population for inspection purposes.

**2. How “Strategic Performance Measurement” process helps management in an organization to take their organization in success path?**

**Answer**: The result oriented goals of performance excellence are designed to achieve improved value to customers apart from improving the organizational capability. These are derived from the following set of core values and concepts.

1) Focus on Customer driven quality

2) Leadership to address core values and empower employees for performance excellence

3) Continuous Learning process and improvement

4) Employee participation and development in each area of operations

5) Fast response to change and results

6) Design for quality and prevention of deficiencies

7) Long-range view of the future to sustain & compete

8) Corporate responsibility and citizenship

9) Result

**3. a. In a hotel, the complaint management team noted down the different types of complaints received from its guests. The concerned department head asked the team lead to analyze the data & suggest which area to be addressed. Assuming you are in the lead position. Which probable reasons should you suggest to address first?**

|  |  |
| --- | --- |
| **Probable Reason** | **Frequency of occurrence** |
| **Food Quality** | **16** |
| **Delay in room Service** | **12** |
| **Room cleaning** | **32** |
| **Staff Attitude** | **5** |
| **Delay registration** | **42** |
| **Room interiors** | **2** |
| **Air Conditioning** | **9** |
| **Mini Bar** | **2** |
| **TV not working** | **5** |
| **Desired Channels are not subscribed** | **12** |
| **Room Smelling** | **8** |

**Answer**: Quality in service organization is a measure of the extent to which the service delivered meets the customer’s expectations. The nature of most services is such that the customer is present in the delivery process. This means that the perception of quality is influenced not only by

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