**Course: World Class Operations Sep 2020**

**1. The concept of TPM is a well-accepted philosophy of eliminating losses in production. With specific reference to this, discuss the ways to implement TPM in a software services firm.**

**Answer 1- Introduction-** TPM (Total Productive Maintenance) emerged in Japan thanks to the efforts of the Japan Institute of Plant Maintenance (JIPM) as a system destined for achieving the elimination of so-called 'six great losses' of equipment, in order to facilitate the implementation, the way of working "Just in time".

**The philosophy of TPM**

TPM is a Its sample only

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**2. What are the different quality awards applicable for Indian forms?**

**Answer 2- Introduction:**Indian awards can be classified into mainly four types, namely, Civilian, Military, Leadership, and Literature awards. There are also other Indian awards granted for bravery, sports, etc. Civilian awards can be further classified into Bharat Ratnam, Padma Vibhushan, Padma Bhushan and Padma

**3.a. The objective of the current day firms is to deliver world class products. Explain the statement with special reference to a manufacturing company.**

**Answer 3(a)- Introduction:**"Zero defects" is the goal of the world-class manufacturer. In order to achieve zero defects, the world-class firm is educated in and has fully implemented statistical quality control (SQC), sometimes called statistical process control (SPC) or quality at the source.

**Concepts and Applications:**The production of high-quality products helps to develop a positive image for the bran

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