**Total Quality management**

**September 2021 Examination**

**1. The term 'process capability is defined as the ability of a process to achieve its objective within the given constraints or the limitations. Process capability analysis (PCA) is applied to achieve higher levels of satisfaction by bringing improvements in products, processes and services. Explain how process capability analysis can be used for improving the oxygen supply in the Covid-19 situation.**

**Ans 1.**

**Introduction**

When examining the inherent process and variability of various characteristics, process capabilities are processes or statistical measures used. Similarly, process abilities and their specifications help in analyzing by applying for process capabilities programs in business. Aside from that, the primary two components and parts of process capabilities are (1) measuring output variability and (2) comparing the product's tolerances or proposed specifications of variability

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**2 . What is Quality Function Deployment (QFD)? How it can be deployed in health care industry to launch new products?**

**Ans 2.**

**Introduction**

The identification of customer needs and requirements is accomplished by implementing and deploying quality functions in business management. In a similar vein, this structured approach primarily focuses on the expectations of customers from organizations and the services provided by the organization. Furthermore, this method aids in the establishment of a specified link

**3. Share price of Amara Raja Batteries lost over 6% on Monday after as said it has received closure orders from the Andhra Pradesh Pollution Control Board (APPCB) for its two plants located in the state. The mid-cap stock opened with a loss of 2.47% at Rs 790.70 on BSE. The company has received closure orders dated April 30 for the company's manufacturing facilities situated at Karakambadi, Tirupati and Nunegundlapalli in Chittoor district of Andhra Pradesh, Amara Raja Batteries said in a regulatory filing.**

**a. Discuss how Environment Management System (EMS) will help Amara Raja Batteries to ensure its commitment to meet its stated environmental policy.**

**Ans 3a.**

**Introduction**

In a similar vein, management systems are the most critical areas of a company's operations that directly impact the company's success. On the other hand, environmental management systems aid in the establishment of practices and processes that enable businesses to reduce unwanted

**b. Explain how investing in environmental management systems can help the Amara Raja Batteries to get clearance from the Andhra Pradesh Pollution Control Board (APPCB)?**

**Ans 3b.**

**Introduction**

The use or adaptation of a management environment system is preferred by organizations to increase smoothness in running their businesses and establish new ones in competitive economic environments. A similar conclusion can be drawn when determining whether or not there will be consequences