**Total Quality Management**

**December 2021 Examination**

**Q1. Analyzing and understanding the significance of quality cost in production enables an organization in developing quality conformance in a competitive business environment. Explain how you will implement cost of quality in your organization. In your opinion should the organization spend more on cost of good quality or cost of poor quality? Explain with reasons/examples. (10 Marks)**

**Ans 1.**

**Introduction:**

In today’s competitive world, businesses are trying to fulfill the desires and requirements of the clients and preserve a high stage of the best of the product. The elevated location of pleasant of the product is the distinguishing issue between the regular corporation and the developed employer. The latter manages 86f68e4d402306ad3cd330d005134dac product availability to the purchasers and a price according to the competitive market. In the current world, the quality of the product is thus looked at with more precision both by the consumers and the company Its Half solved only

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**2. ISO 9001 specifies the requirements of quality management system. As Management Representative of your organization you have to implement ISO 9001. Explain the steps you will take to successfully get the ISO certification for your organization. (10 Marks)**

**Introduction:**

ISO (international standard organization) is a seal given by a third party body to a corporation while it complies with the specified global requirements. Therefore, the operating of that company turns into the world over certified and accredited. There are various documents in the ISO 9000 collection; however, the ISO 9001 requires certification most straightforwardly. The ISO certification becomes vital for small and medium businesses because of its ability to ensure growth and extra income to the organization. It attaches a symbol of belief to the product, and

**3. Maxx Industry is regularly supplying some critical parts to your assembly line. These parts are either good or defective. During each delivery a sample of 500 units is sampled and the number of defective units in the sample is noted. The average defect rate is 3.5%.**

**a. Develop the upper and lower control limits (z=3). (5 Marks)**

**Introduction:**

In a method improvement attempt, the process functionality Index, or procedure capability aspect, is a statistical degree of method capability: the capacity of a process to supply output as a part of a procedure specification. The idea of manner capability is the handiest applicable for operations under statistical management. Technique functionality indices degree the “natural

**b. What is process capability index and what will be your objective in finding the process capability? (5 Marks)**

**Introduction:**

In a process improvement effort, the system capability Index, or process functionality factor, is a statistical measure of system capability: the capacity of a process to provide output as a part of a method specification. The idea of manner capability is only applicable for operations under