**Total Quality Management**

**September 2022 Examination**

**Q1. Customer supplier relationship plays a vital role in developing superior quality output to the end-user. If you were the purchase head of your organization, how will you enhance the supplier bond and 2strengthen the relationship? (10 Marks)**

**Ans 1.**

**Introduction**

The SRM services added the business control and critiques of business practices associated with addressing organization services, material demand, and cost-efficient adjustments by maximizing the modifications and building effective relationships in the present-day market. Furthermore, the current business demand and practices are evaluating the modifications and addressing the technology demand that is immediately affecting the country's economic system and handling the business demand successfully. Moreover, in the covid situation, there are several Its sample only

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**Q2. 7 QC (Quality Control) tools are very effective for any type of factory to solve almost every type of problem in a factory operation. These are the tools for troubleshooting quality issues, based on the numeric value. Discuss with example the tool which could be used to find the root cause of a problem. (10 Marks)**

**Ans 2.**

**Introduction**

The services and quality control is described as business standards and managing the product manufacturing adjustments with developing the modification and business specification modifications. Furthermore, fine control is needed in each business to evaluate the offerings demand and control the business transformation through reading the adjustments and marketplace determination in aggressive changes. Furthermore, the necessary changes are

**Q3. The cold storage warehouse temperature must be kept between 18 degrees Celsius and 26 degrees Celsius. The process of maintaining this temperature has a standard deviation of 2 degrees Celsius. The mean temperature is 21 degrees Celsius,**

**a. What will be the process capability index (Cpk)? (5 Marks)**

**Ans 3a.**

**Introduction**

Organizational business capacities add the offerings demand and capability of employees that assist in meeting the consumer's demand and evaluate the changes through achievements and working capabilities. It will describe the demand of business functionality, measurements, and

**b. Discuss the objectives of process capability (5 Marks)**

**Ans 3b.**

**Introduction**

Further, the procedure functionality analyzes the business measurements and strategies for inheriting the modifications and developing the unique business characteristics for meeting the business and organizational desires in aggressive adjustments. It'll describe process