**Total Quality Management**

**December 2022 Examination**

**1. Poka-Yoke, a Japanese term, are mechanisms used to eliminate errors by effectively making it impossible to make mistakes in a given process. And they can be used everywhere. Discuss the objectives of Poka-Yoke and its techniques that can be applied at various levels of a process with examples. (10 Marks)**

**Ans 1.**

**Introduction**

Business and staff members' blunders explain the decrease in company success by producing insufficient resources, absence of financial prep work, overlooking reliable service plans, and avoiding internet marketing or technology used in the organization. Additionally, the business ranking is also impacted by mistakes because customers are relatively less visiting low rating services to stay clear of any kind of service discrepancy or quality of products they buy from a business. Nevertheless, the business and organization score is enhanced by people based on advertising demand, staying clear of organization changes, checking job proceeds with analysis

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**2. A Quality Circle leader is confused about the seven essential quality tools, and approaches you to help him in using a tool for identifying the root cause of the problem. Discuss with example what tool will you advise him to use and how it is used. (10 Marks)**

**Ans 2.**

**Introduction**

Quality work, experiences, and company advertise a significant job society and generate appropriate earnings in the business. Quality plays a prominent role in defining the competitive adjustments in the business. The competitive quality circle promotes the issues, recommendations, and established quality circle to enhance the best adjustments in service services. Workers utilize the continuous adjustments in business improvement and valuable values of sources to manage quality circle involvement via effective initiatives, the sources, and

**3. In a continuous, automatic bottling of mineral water plant, the quality inspector wants to plot a x bar chart to monitor the volume of water in the bottles being filled. She has taken 30 samples with 4 observations each. The process average is 250 ml and the standard deviation is 0.16 ml.**

**a. Calculate the upper and lower control limits for the process.** **(5 Marks)**

**Ans 3a.**

**Introduction**

The business restricting reveals the worth and restrictions of the services taken by workers or employees to receive a more excellent price of work high quality. In addition, a top-quality examiner manages the automated modifications in company procedures to plot the competitive data worth through monitoring the volume based upon affordable samples. This area will

**b. What are the main objectives of process capability? (5 Marks)**

**Ans 3b.**

**Introduction**

Organization treatments and processes are required to take care of preparation in the company ultimately. The sequencing job helps employees and employees evaluate the market values and changes in staff members' behaviors. This section will explain process capability to understand