**Total Quality Management**

**April 2023 Examination**

**1. “Partnering with suppliers to develop deep, mutually beneficial relationships over the long-term is frequently cited as a means by which to lessen that risk and develop true supply chain excellence”. Discuss this statement with relevant examples. (10 Marks)**

**Ans 1.**

**Introduction**

Supply chain management may be defined as control overseeing how services and goods evolve from raw materials and idea introduction into a final completed product. It entails storing and moving the substances used to fabricate goods, maintaining the last goods until they are bought, and tracking wherein offered products are used so that we can use that insight to drive destiny income.

The technique of SCM consists of every detail of business operations, buying, and information technology, including logistics. It gathers finances, substances, manufacturing facilities,

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**2. Performance measurement is considered to be a vital factor of the total quality management efforts of an organization. Discuss the concepts of performance measurement and its objectives. (10 Marks)**

**Ans 2.**

**Introduction**

Performance management can be defined as a corporate management tool that allows managers to reveal and decide employees' work. Performance management's goal is to form an environment where humans can perform efficiently to the high quality in their competencies and supply the best exceptional work most efficaciously and efficiently.

A formal performance management method facilitates the employees and managers to see eye-to-eye approximately desires, expectations, and career progress, including how a person's work aligns with the desires and goals of the

**3. An auto manufacturing organization receives 10,000 bearings from its supplier. The quality control inspector will inspect 28 of them. If there are 0, 1, or 2 defective bearing, she can accept the delivery of the shipment. But if the sample contains more than 2 defectives, she will reject the entire lot.**

**a. Discuss the quality control procedure the quality inspector has adopted. (5 Marks)**

**Ans 3a.**

**Introduction**

Exceptional does now not have a single definition. That means value. Great control may be described as how services/ products are tested and determined to ensure they meet a fixed standard. A company can evaluate, improve, and maintain products nicely via this degree.

Ultimately, there are two essential desires of exceptional management: a) to ensure that goods

**b. What are the four parameters of an OC curve? (5 Marks)**

**Ans 3b.**

**Introduction**

The characteristic running curve shows or depicts the discriminatory power of a reputation sampling plan. The feature running curve plots the possibility of accepting loads as opposed to the faulty fraction.

When the operating curve is plotted, the sampling risks are certain. We should always look at the