**Total Quality Management**

**June 2023 Examination**

**Q.1 You are appointed as head of Global Sourcing. You realize, your organization is carrying out complex global sourcing initiatives, but they are not adequately supported with equally thorough network design. Discuss the factors you would consider designing a global supply chain. Give some industry examples where it was successfully adopted. (10 Marks)**

**Ans:**

**Introduction**

Designing a global supply chain requires careful consideration of several elements. A number of the factors that I would consider are:

**Concept & application:**

1. Network optimization determines the wide variety, location, and length of centers inside the global supply chain network. The purpose is to decrease logistics expenses while maximizing service degrees and patron delight.

**2. Risk management:** This involves figuring out and mitigating risks that could disrupt the

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**Q2. Maxx Industry has received a major export order. To ensure that its processes work in tandem to conform to the export quality requirements, Maxx wants to formulate and control the business process effectively using SPC techniques. Discuss the major tools of SPC that may help Maxx in achieving its objective. (10 Marks)**

**Ans:**

**Introduction**

Statistical process control (SPC) is a methodology that helps businesses improves their processes by using statistical gear to monitor and control them. SPC lets companies identify and reduce variations in their operations, resulting in higher product quality and greater client satisfaction.

**Concept & application:**

Right here are a number of the essential tools of SPC that can assist Maxx in reaching its goal:

**1. Control charts:** Control charts are graphs that display information over time and provide

**Q3. You have been asked by the management of your organization to improve employee productivity. After a thorough investigation, you realize productivity is low due to workplace injuries and illness and there is a need for an ISO standard which is designed to provide an effective set of processes for improving workplace health and safety.**

**a) What ISO standard would you recommend, explain its benefits? (5 Marks)**

**Ans:**

**Introduction**

The usual Occupational health and safety control system, known as ISO 45001:2018, is something I recommend being put into practice. This standard presents businesses with a framework for identifying and managing dangers to occupational fitness and safety, reducing the range of accidents and accidents that arise in the process, and enhancing their workforce's overall

**b) Discuss the process of developing a new international standard. (5 Marks)**

**Ans:**

**Introduction**

The global company for Standardization (ISO), with the help of its participants, goes through numerous phases to provide a new worldwide well-known. Those steps are carried out to produce an unknown and internationally renowned brand. Technical Committees (TCs), which