**Total Quality Management**

**September 2023 Examination**

**Q.1 You are approached by a quality circle group leader to help him understand the seven quality tools and how to use them in solving a process problem his team is working on. Discuss how you would help him by explain in brief each tool, their importance and use with relevant examples. (10 Marks)**

**Ans:**

**Introduction:**

The seven essential quality tools are trouble-solving strategies utilized in quality management and process development. These gear offer a structured approach to studying and understanding technique issues, identifying their root causes, and developing practical solutions. They may be widely used in various industries to beautify products great, lessen defects, and enhance efficiency. In this discussion, I will explain each of the seven quality pieces of equipment and their importance and offer relevant examples to demonstrate their application in fixing process It is only half solved

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**Q2. Maxx Industry wants to implement Total Quality Management (TQM) in its organization. Discuss the principles of TQM and the points that Maxx needs to consider while implementing TQM. Give relevant examples. (10 Marks)**

**Ans:**

**Introduction:**

Total quality management (TQM) is a philosophy that continuously improves the best of an employer's products, services, and techniques. It involves the lively participation of all employees. It requires a shift from focusing solely on meeting minimum quality standards to striving for excellence in the organization's operations. TQM is a holistic method that emphasizes consumer satisfaction, employee involvement, and continuous improvement.

**Concept and Application:**

**1. Customer Focus:**

One of the core principles of TQM is a strong focus on customer satisfaction. Organizations should recognize and meet or exceed customer expectancies to make sure success. Maxx

**Q3. Acceptance sampling is the process of accepting or rejecting a lot based on a sample drawn from a lot after evaluating it on predefined parameters.**

**a) Discuss the acceptance sampling procedures and the reasons for acceptance sampling. (5 Marks)**

**Ans:**

**Introduction:**

Acceptance sampling is a statistical quality control technique that inspects a sample from a more considerable lot to determine whether the entire lot should be accepted or rejected based totally on predefined parameters. This method is broadly used in production, production, and different industries to make decisions about the quality of products or processes. This essay will discover

**b) Explain the four parameters of an OC curve with examples. (5 Marks)**

**Ans:**

**Introduction:**

Acceptance sampling is an excellent control technique used to determine whether a selected lot of merchandise or materials meet the specified satisfactory requirements. It involves analyzing a pattern from the lot and finding out whether to accept or reject the complete lot based on the inspection effects. The running feature (OC) curve is an essential tool in popularity sampling,