**Total Quality Management**

**December 2023 Examination**

# Question 1: Q1. Maxx Industry is in the process of implementing TQM across the entire organization. You are asked to make a presentation to the senior managers on the aspects of TQM and points to consider while implementing. Discuss your presentation. (10 Marks)

# Introduction

In the gift dynamic business landscape, the pursuit of excellence has become something beyond a goal; it's far a need for patience and improvement. "overall quality management (TQM)" stands as a beacon of this pursuit, embodying a holistic method to organizational management. As it's miles addressed to a senior manager at Maxx industry, it digs into the essence of TQM. This philosophy permeates all sides of an organization, advocating continuous improvement, client pride, and employee engagement. TQM is a profound trade in mindset and tradition. This discourse will explore the central tenets of TQM, emphasizing

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# Question 2: Q2. What would be your advice to a design team on quality management techniques that may support in removing defects in products at design phase or the production phase? (10 Marks)

## Introduction

Implementing general pleasant control (TQM) internally in a business enterprise like the Maxx industry is a crucial drive that is dedicated to further growing product first-rate, decreasing defects, and upgrading trendy efficiency. In its middle, TQM is an intensive method that requests obligation from each level of the organization, with the layout organization assuming an urgent function in disorder counteraction. This newsletter delves into critical methodologies that the layout-collecting process can utilize to proactively

# Question 3a: Q3. Below is data collected for the percentage of defective from a process (n=100).

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sample | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| p | .04 | .02 | .05 | .03 | .06 | .04 | .03 | .07 | .01 | .02 | .03 | .02 | .02 | .08 | .03 |

# a. Find all control limits for this process. (5 Marks)

## Introduction

Establishing control limits is crucial for monitoring and maintaining procedure balance in excellent manipulation. This entails calculating the mean and trendy deviation from historical data to set upper (UCL) and lower (LCL) manipulation limits. Those limits are significant indicators of the method's overall performance, supporting companies in apprehending and addressing any deviations, ultimately ensuring regular quality and adherence to general

# Question 3b: Discuss two types of control charts you will use for attributes data. (5 Marks)

# Ans 3b.

## Introduction

Manage charts, including the P-chart and C-chart, are pivotal apparatuses in first-rate control for tracking and ensuring system dependability. They're critical while managing discrete, categorical data, helping manage defects and deviations in different industries. The P-chart follows the proportions of defects, while the C-chart counts defects, assisting corporations to maintain consistency and adherence to "overall quality management (TQM)" standards.