**Total Quality Management**

**April 2024 Examination**

**Q1. What would be your objectives for implementing Quality Circle in your work area? Discuss the composition of your Quality Circle team. (10 Marks)**

**Ans 1.**

**Introduction**

Implementing a Quality Circle in a work area is a strategic move aimed at enhancing overall performance, productivity, and employee engagement. A Quality Circle, a form of participative management, is a small group of employees who voluntarily come together to identify, analyze, and resolve work-related problems. Typically, this group includes frontline workers, led by a supervisor, who possess a direct understanding of the processes and challenges within their work environment. The primary objectives for implementing such a circle include improving product or service quality, increasing efficiency, fostering a collaborative work culture, and promoting a sense of ownership and responsibility among

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**Q2. Explain the statement with proper examples “The quality of a product influences the cost of the product”. (10 Marks)**

**Ans 2.**

**Introduction**

Total Quality Management (TQM) is a comprehensive approach that emphasizes the importance of quality in every facet of a business's operations. One of the central tenets of TQM is the intrinsic link between the quality of a product and its cost. This relationship is multifaceted, encompassing not only the direct costs of production but also the broader implications on a company’s financial health and market reputation. High-quality products often demand more refined materials, meticulous manufacturing processes, and thorough quality checks, which may initially increase production costs. However, superior quality can

**Q3. Performance measurement is one of the most essential factors of the total quality initiatives of an organization. It is concerned with managing the result and minimizing the overall variation in products or process.**

**a. In your opinion what should be the objectives of an efficient measurement system? (5 Marks)**

**Ans 3a.**

**Introduction**

Performance measurement is a cornerstone of Total Quality Management (TQM), playing a crucial role in monitoring and enhancing an organization's efficiency and effectiveness. An efficient measurement system serves as the backbone for continuous improvement and strategic decision-making. Its primary objective is to provide a clear, accurate, and comprehensive view of an organization's performance in relation to its goals and objectives.

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**b. Discuss Strategic Performance Measurement (5 Marks)**

**Ans 3b.**

**Introduction**

Strategic Performance Measurement (SPM) is an integral part of modern business management, aligning performance metrics with an organization's strategic goals. Unlike traditional performance measurement, which often focuses on short-term operational metrics, SPM takes a broader view, emphasizing long-term objectives and overall organizational health. This approach ensures that daily operations are not just efficient but also effectively