

# TOTAL QUALITY MANAGEMENT



**Brand:** Mehta Solutions

**Product Code:** case982

**Weight:** 0.00kg

**Price:** Rs500

## Short Description

## TOTAL QUALITY MANAGEMENT

case study

## Description

**Q1. If the amount of energy available for the intended function be 'a' and the amount of energy wasted be 'b' then Signal to noise ratio will be:**

1.  $a/b$

1.  $(a-b)/b$

1.  $b/a$

1.  $(a+b)/b$

**Q2. The number of orthogonal arrays added by Taguchi to the original work of Sir R A Fischer, was:**

1. 3

1. 2

1. 1

1. 4

**Q3. If the  $\alpha$  for each t test be 0.2 then for 4 't' tests the probability of a correct decision will be:**

1. 0.0008

1. 0.0016

**1. 0.0002**

**1. None of the above**

**Q4. This is not a rapid prototype technique.**

**1. Stereo lithography**

**1. Solid ground curing**

**1. Solid ground searching**

**1. None of the above**

**Q5. The multiplication of importance of customer, scale up facture and sales point is called:**

**1. Relative weight**

**1. Absolute weight**

**1. Weight of scale**

**1. Weight of sales**

**Q6. In documentation Pyramid all documentation moves from one level to next in:**

**1. Ascending order**

**1. Descending order**

**1. One down one up fashion**

**1. Two down one up fashion**

**Q7. The quality system other than ISO 9000 is:**

**1. PS 9000**

**1. CS 9000**

**1. AS 9000**

**1. LS 9000**

**Q8. In the 5 S methodology for workplace organization, 'Seiton' stands for:**

**1. Proper arrangement**

**1. Orderliness**

**1. Personal cleanliness**

**1. Discipline**

**Q9. The basic plan-do-study-act (PDSA) cycle was first developed by:**

**1. Deming**

**1. Shewhart**

**1. Juran**

**1. Fleming.**

**Q10. One of the best approach having three components, can be used for process improvement, is:**

**1. Loran trilogy**

**1. Turan trilogy**

**1. Sudan trilogy**

## **1. Juran triology**

### **Part Two:**

**Q1. Write a note on 'Kano model' of customer requirement.**

**Q2. Define Herzberg's two factor theory.**

**Q3. Write a note on Pareto analysis.**

**Q4. What do understand by Benchmarking?**

**Q5. Define "Degree of freedom".**

**Q6. Discuss the various labour troubles which compelled the company management and its Dutch parents to decide to wind up the Calcutta plant. What were the problems?**

**Q7. How would you apply the Phillips India policy to help other electronics companies in India to implement TQM?**

**Q8. What is the Top initiative in Siemens AG? Discuss it various aspects.**

**Q9. What are the Top eight initiatives for innovation in Siemens AG? Evaluate their impact on quality and TQM.**

**Q10. Mechanical products such as cars do break down. Cars often are serviced by**

**the car dealer. How can a car dealer use the service department to enhance future car sales?**

**Q11. Using trade journals, professional society magazines, periodicals, and your networking ability, identify two examples of quality by design success stories and explain their results.**

### **Details**

**1. Case study solved answers**

**2. pdf/word**

**3. Fully Solved with answers**