

Total Quality Management



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Description

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Format: BOOK

Pub. Date: NEW EDITION APPLICABLE FOR Current EXAM

Publisher: MEHTA SOLUTIONS

Edition Description: 2021-22

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Total Quality Management

1. Quality Concepts: Defined, Quality Cost perspective, Cost of Quality

Quality Function, Spiral of Progress in quality, Little q and Big Q, Juran Trilogy, Internal and external quality perspective. Goods and service quality. Cost of poor quality, internal failure cost and external failure cost, appraisal cost, Prevention cost, Analysis of quality cost, hidden quality cost, Discovering the optimum, economic models of quality of conformance-Zone of improvement, zone of high appraisal, zone of indifference.

Strategic Quality Management: Companywide quality culture, Organizational vision, Mission and quality policy, formulation of quality goals, competitive benchmarking, Steps in implementing Total quality-Decide, Prepare, Start, Expand and Integrate. Quality Circle.

2

Quality Gurus: Demings' 14 point philosophy, Juran, Crosby philosophy, Ishikawa, Taguchi, Feigenbaum. Comparison of quality philosophy.

3

QC Tools: Problem Solving Methodology - Check list, Flow Chart, Tally charts and Histograms, Graphs, Pareto Analysis, Cause and Effect Diagram, Brainstorming, Scatter diagram and regression analysis. Quality Function Deployment - Introduction, Customer needs, Customer priorities and competitive comparisons and planned improvements, Design features or requirements, Central relationship matrix-What's versus the How's, relative weights of importance. Design features interactions, target values, Technical comparison, service information and special requirements-Difficulties associated with QFD, Implementation of QFD.

4

Statistical Quality Control: Necessity and Importance of SQC, Process capability, Six Sigma quality, Process control, Process control for attributes, p charts and c charts, Process control for variables, X bar R chart, acceptance sampling, OC curves, Average Outgoing Quality Limit (AOQL), Sampling plans

5

Quality Management Awards and Frameworks: Malcolm Baldrige National quality award, Deming prize, ISO 9000-2000, CII, Ramakrishna Bajaj Awards, Tata Business Excellence Model (TBEM).

ing Manufacturing Decisions like Expansion of Present Plant, Build New Plant or Sub-contract. (Numerical is Expected on Decision Tree).

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