

TOTAL QUALITY MANAGEMENT (TQM) -FAQs

MB303

Unit – I

- 1. Quality**
 - Meaning (Definitions / Connotations of Quality)
 - History and Evolution of TQM
 - Dimensions of Quality
- 2. Quality Awards**
 - Malcolm Baldrige National Quality Award
 - European Foundation for Quality Management (EFQM)
- 3. Quality System Guidelines**
 - ISO Standards (ISO 9000 Series)
- 4. Customer and Supplier Focus in TQM**
 - Models
 - Determinants
 - Measurement of Quality

Unit – II

1. Cause-and-Effect Analysis (Fishbone / Ishikawa Diagram)
2. Just-In-Time (JIT)
3. PDCA Cycle (Plan–Do–Check–Act)
- 4. Measurement Tools**
 - Check Sheets
 - Histograms
 - Flowcharts
 - Scatter Diagrams
 - Cause-and-Effect Analysis
 - Pareto Chart
- 5. Improvement Tools**
 - Kaizen
 - PDCA
 - JIT
 - Quality Circles
 - Force Field Analysis
6. Problems on Control Charts and Pareto Charts

Unit – III

1. Benchmarking
 - Process
 - Types
 - Approaches of Benchmarking
2. Quality Function Deployment (QFD)
3. Failure Mode and Effects Analysis (FMEA)
4. Taguchi Quality Loss Function

Unit – IV

1. DMAIC or DMADV Model
2. Framework of Six Sigma
3. Six Sigma
 - Concept
 - Objectives
 - Benefits
 - Roles and Responsibilities

Unit – V

1. Service Quality
 - Meaning of Service Quality
 - Determinants of Service Quality
 - Five Stars of Service Quality
2. Framework for Improving Service Quality
3. One Model to Measure Service Quality Programmes
4. Application of Service Quality in Sectors
 - Healthcare Services
 - Hotels
 - Mutual Funds
 - Banking Sector

(Frequently asked in previous question papers)