

# **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)*