

**DRONACHARYA COLEGE OF ENGINEERING
GREATER NOIDA**
Quality Management QUESTION BANK

Q: 1 Define :

Quality

Quality control

Total quality

Total quality control

Total quality management

Q2. What challenges Business /Industry has to face?

Q3. What is ISO? What is ISO Quality System?

Q4 What is the diff between ISO and TQM?

Q5 What are Principles of TQM?

Q6 What are the elements of TQM?

Q7 What is the model for quality excellence?

Q8 Write about a model for total quality?

Q9 What are the characteristics of TQM?

Q10 What is the need of TQM?

Q11 What are the approaches to TQM?

Q12 Write about Juran Trilogy?

Q13 Write about Mckinsey TQM Model?

Q14 What are the advantages of TQM? Q15 What are Quality Principles?

Q16 What is Quality Management?

Q17 What are the strategies for quality management?

Q18 Write about quality characteristics?

Q19 What is the role of top management in TQM?

Q20 Write about quality process?

Q21 Define quality control?

Q22 What are the components of quality control?

Q23 What are the objectives of quality control?

Q24 What are the steps in quality control?

Q25 Define: Total Quality Control

Q26 How TQC can be implemented?

Q27 What are the Benefits of TQC?

Q28 What are the elements of TQC?

Q29 Write about TQC Methodology?

Q30 Explain the concept of Quality?

Q31 How does the concept of quality changed during recent years?

Q32 Distinguish between Quality and Total Quality.

Q33 What are the costs of quality?

Q34 Explain the main elements of TQM .why is customer focuses so important in TQM?

Q35 What are the various conditions for excellence for Total quality?

Q36 Write down the salient features of TQC and TQMCUSTOMER

Q1 Who is Customer? Explain in Brief?

Q2 Write about customer panels?

Q3 Write about Customer Satisfaction?

Q4 How customer needs and expectations can be known?

Q5 Write about Customer surveys?

Q6 What are the customer complaints? What is the relevance of these complaints?

How would you proceed for handling customer complaints?

PLANNING PROCESS

Q1 Explain the organizational structure for TQM implementation with the help of suitable block diagram .Also Explain the relation between functional structure and TQM work groups in org structure.

Q2 What do u mean by Hoshin Planning and Nichijo Planning?

JUST IN TIME & WASTE ELIMINATION

Q1 What do you understand by JIT?

Q2 Write down the objectives of JIT?

Q3 Explain the benefits of just in time manufacturing?

Q4 What do you understand by waste elimination?

Q5 What is waste?

Q6 How to find waste?

Q7 What are the major sources of waste?

Q8 What are the steps of waste elimination?

Q9 Write about Housekeeping.

Q10 Write about visual control.

Q11 Write about:

Andon.

Jidoka.

Poka yoke.

Q12 Write about material handling.

Q13 Write about setup time reduction.

Q14 Write about just in time.

Q15 Write about Kanban cards.

Q16 Write about total waste elimination planning and scheduling.

Q17 Discuss the benefits and drawbacks of MRP.

Q18 What is Kanban System? How does Kanban help in operationalising JIT manufacturing? What are its advantages and disadvantages?

Q19 Compare MRP and JIT in detail also explain which one is more suitable to Indian companies?

PROCESS MANAGEMENT

Q1 What is quality function deployment?

Q2 Write about customer requirement planning matrix.

Q3 What are benefits of QFD?

Q4 What are the basic Principles of a QFD?

Q5 Explain the Methodology of policy deployment?

Q6 What are the Pitfalls in implementing QFD?

Q7 How do you define a quality assurance?

Q8 Briefly describe quality plan.

Q9 Define quality assurance. What are the advantages of quality assurance?

Q10 What are Management Principles in QA?

Q11 Write about types of quality assurance.

Q12 What is the relation between quality assurance and top management? Q13 Write about internal and external QA.

Q14 Write about hierarchical planning for QA.

Q15 Write notes on:

1) QFD

2) QC tools

Q16 What are the management principles in quality assurance?

Q17 What is daily management? How is it different from or similar to a Hoshin Plan?

What are business fundamentals and related plans?

Q18 What is QFD? Describe the four phases (matrix) of QFD in detail?

Q19 Briefly explain various key processes involved in process management?

TOTAL EMPLOYEES INVOLVEMENT

Q1 How total employee involvement can be achieved?

Q2 Write about concepts about human beings.

Q3 What are the advantages and disadvantages of TEI?

Q4 What are employee involvement practices?

Q5 Write about force field analysis and force field diagram?

Q6 Write about decision making.

Q7 How problems can be solved?

Q7 Elaborate various types of cause and effect diagrams and their uses.

Q8 How do you define a quality circle? How does TEI increase through QC's?

Explain.

PROBLEM SOLVING

Q1 Define problem. Write problem solving methodology for quality improvement.

Q2 Write structured problem solving processes. What are Juran steps of problem solving?

Q3 What is Deming Cycle? Write about PDCA & SDAC cycles. Q4 What are the various quality control tools for problem solving?

BENCHMARKING

Q1 Discuss the concept of Benchmarking.

Q2 Define Benchmarking? Why organizations are going for benchmarking?

Q3 Differentiate between various types of Benchmarking?

Q4 What are Benchmarking Metrics?

Q5 What do you Benchmark? Lists Processes.

Q6 Whom do you Benchmark with? What are the uses of output of Benchmarking?

Q7 Write about Benchmarking Model.

Q8 Write the process of Benchmarking.

Q9 What is the relation between Benchmarking and TQM?

Q10 What are the objectives of Benchmarking?

Q11 What are the advantages and limitations of Benchmarking?

Q12 Write about Benchmarking leadership and management process.

Q13 Write about training for Benchmarking.

Q14 How continuous improvement process can be related to Benchmarking?

Q15 What is the role of Benchmarking in TQM? Explain various approaches used for Benchmarking?

Q16 Define Benchmarking? What are different phases of Benchmarking process? Also Explain, what are the different Benchmarkers for TQC?

ADVANCED TECHNIQUES OF TQM

Q1 Write about Design of Experiments.

Q2 What are experimental design techniques?

Q3 What is contrast between the classical and modern methods of experimentation?

Q4 Write about statistical tests of significance.

Q5 Discuss one advanced technique of TQM. Q6 List various weaknesses of Taguchi Method.

Q7 Write a short note on "Design of Excellence"

QUALITY SYSTEMS

Q1 What are the Elements of ISO 9000?

Q2 What do you understand by standards and what are the Benefits of ISO 9000 Series of standards?

Q3 What is the concept quality system standard?

Q4 What are the various elements and applications of ISO 9000?