# 37 Lecture - MGT211

# **Important Subjective**

# 1. What is the goal of Total Quality Management?

Answer: The goal of Total Quality Management is to continuously improve the quality of products and services, while reducing costs and enhancing customer satisfaction.

# 2. What are the key principles of Total Quality Management?

Answer: The key principles of Total Quality Management are customer focus, continuous improvement, employee empowerment, and leadership.

### 3. What is the role of top management in Total Quality Management?

Answer: Top management plays a crucial role in Total Quality Management by providing leadership, setting goals and objectives, providing resources and support, and monitoring progress.

#### 4. What is statistical process control?

Answer: Statistical process control is a tool used in Total Quality Management to monitor and control processes, by analyzing data and identifying trends, patterns, and anomalies.

# 5. What is benchmarking?

Answer: Benchmarking is a tool used in Total Quality Management to compare an organization's processes, products, and services with those of other organizations, with the goal of identifying best practices and areas for improvement.

#### 6. What is a quality circle?

Answer: A quality circle is a team of employees who meet regularly to identify, analyze, and solve quality-related problems within an organization.

#### 7. What is the role of employees in Total Quality Management?

Answer: Employees play a critical role in Total Quality Management by contributing ideas for improvement, participating in quality circles and teams, and implementing changes to improve quality and reduce waste.

# 8. What is the importance of customer feedback in Total Quality Management?

Answer: Customer feedback is essential in Total Quality Management, as it provides information on customer needs and expectations, and helps identify areas for improvement in products and services.

#### 9. What is continuous improvement?

Answer: Continuous improvement is a key principle of Total Quality Management, which involves a systematic approach to improving processes, products, and services, with the goal of achieving ever-higher levels of quality and efficiency.

#### 10. What are the benefits of Total Quality Management?

Answer: The benefits of Total Quality Management include improved quality and customer satisfaction, reduced waste and costs, increased employee empowerment and morale, and sustained competitive advantage.