

# 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.