38 Lecture - MGT211

Important Subjective

1. What is the difference between quality control and total quality management?

Answer: Quality control is a reactive approach to quality management, while TQM is a proactive and continuous approach that involves all employees in the process of improving quality.

2. What is the role of leadership in TQM?

Answer: Leadership plays a crucial role in setting goals and objectives, providing resources and support, and monitoring progress in TQM.

3. How can organizations collect and analyze data for TQM?

Answer: Organizations can use tools such as statistical process control and benchmarking to collect and analyze data for TQM.

4. What is continuous improvement in TQM?

Answer: Continuous improvement involves a systematic and ongoing approach to improving processes, products, and services in TQM.

5. How can TQM improve customer satisfaction?

Answer: TQM involves a customer-focused approach, where the needs and expectations of customers are central to all decisions and actions taken by the organization, leading to improved customer satisfaction.

6. What is the importance of employee empowerment in TQM?

Answer: Employee empowerment is crucial in TQM, as it enables employees to take ownership of their work, identify and solve quality-related problems, and contribute to the continuous improvement process.

7. What is the role of quality circles in TQM?

Answer: Quality circles are teams of employees who meet regularly to identify, analyze, and solve quality-related problems within an organization, promoting employee empowerment and continuous improvement.

8. What are the benefits of TQM for organizations?

Answer: TQM can lead to improved quality, reduced costs and waste, increased employee empowerment and morale, and sustained competitive advantage.

9. What is benchmarking in TQM?

Answer: Benchmarking involves comparing organizational performance to industry standards and best practices, identifying areas for improvement in TQM.

10. How can TQM be implemented in an organization?

Answer: TQM requires a commitment to continuous improvement, investment in resources and training, and a culture of teamwork and collaboration, and can be implemented through a systematic and ongoing process.