

# 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.