**BACHELOR OF BUSINESS ADMINISTRATION (BBA)**

**DBB1204 – QUALITY MANAGEMENT**

**Assignment Set – 1**

**1. Discuss various dimensions of Quality with suitable examples.**

**Ans:** Research work has suggested that customers are heavily influenced by different dimensions in determining quality level of a product or services. In fact, quality symbolises many aspects of what a customer perceives and wants. The definition of quality often becomes a debatable issue. The most fundamental definition Its Half solved only

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**2. List the different ways of enhancing the top management’s commitment towards quality.**

**Ans: Key Elements of Total Quality:-**

The total quality has two components: what and the how total quality. What distinguish total quality from other approaches to doing business is the how component of the definition. This component has eleven critical elements

**3. Explain the various criteria for the organisations to select appropriate suppliers.**

## Ans: Criteria for selecting a supplier

Suppliers play a critical role in helping companies succeed. In order to find the right ones, businesses need to consider a number of critical factors, including:

* Price

**Assignment Set – 2**

**4. Discuss the Quality Management Principles in detail.**

**Ans:** The following section provides a concise description of the seven quality management principles.

1. **Customer focused organisation** The ISO 9001:2008 standard lays great importance upon understanding the

**5. Discuss the process of benchmarking and quote a suitable example of a company’s benchmarking process.**

**Ans:** No particular model has been devised so far that could be implemented universally. The process of benchmarking could vary from organisation to organisation depending on their needs and culture. Let us discuss the general process of benchmarking.

**Let us discuss the general**

**6. “Employee motivation leads to involvement”. Justify this statement with a suitable example.**

### Ans: Employee involvement refers to any activity by which employees participate in work-related decisions and improvement activities with the objectives of tapping the creative energies of all employees and improving their motivation.

### It means that every