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| **SESSION** | **July 2023** |
| **PROGRAM** | **MASTER OF BUSINESS ADMINISTRATION (MBA)** |
| **SEMESTER** | **IV** |
| **course CODE & NAME** | **DOMS402; Total quality management** |
| **CREDITS** | **04** |
| **nUMBER OF ASSIGNMENTS & Marks** | **02**  **30 MARKS EACH** |

**Assignment Set – 1**

**1. Describe the meaning of quality with respect to data and further elaborate the importance of data governance.**

**Ans 1.**

**Meaning of Quality with Respect to Data:**

**Accuracy**: This pertains to whether the data is correct and represents its intended meaning. Accurate data is free from errors.

**Completeness**: Data is considered complete if it is not missing any critical components. Incomplete datasets can lead to unreliable analysis and interpretations.

**Relevance**: The data should be applicable and pertinent to the current topic or context.

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**2. What do you understand by term Quality? Explain and discuss various costs associated with quality. Further highlight the teachings of 2 quality gurus.**

Ans 2.

**Understanding of the Term "Quality"**

Quality can be defined in various ways, depending on context and perspective:

1. **Fit for Purpose**: Quality means the product or service meets its intended purpose and satisfies customer needs.
2. **Conformance to Requirements**: Quality is the degree to which a product or service meets specified requirements.

**3. Discuss various quality standards. Elaborate the essence of quality improvement and list the problems related to quality improvement.**

**Ans 3.**

**Various Quality Standards:**

1. **ISO 9000 Series:** Developed by the International Organization for Standardization, it is a set of standards for quality management and assurance. It’s designed to help organizations ensure they meet customer and stakeholder needs within statutory and regulatory requirements.
2. **ISO 14000 Series:** Also by the International Organization for Standardization, this focuses on environmental management, guiding companies in minimizing their

**Assignment Set – 2**

**4. Discuss 7 quality control tools with their advantages and applications**

**Ans 4.**

Quality control is an essential process in various industries to ensure that products and services meet predefined standards and customer expectations. There are several quality control tools that organizations use to identify and rectify issues in their processes. Here are seven commonly used quality control tools along with their advantages and applications:

1. **Checklists:**
   * **Advantages:** Simple and easy to use, can be customized for specific processes,

**5. Discuss the importance of quality culture, why it is necessary. Further discuss the challenges in building the quality culture.**

**Ans 5.**

Quality culture refers to the collective mindset, values, behaviors, and practices within an organization that prioritize and uphold high standards of quality in everything it does. It is an essential aspect of organizational success, as it not only ensures the consistent delivery of high-quality products and services but also fosters a positive work environment, customer satisfaction, and long-term sustainability. Let's delve into the importance of quality culture and the challenges in building it.

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**6. What are the elements of TQM which enhance quality. Further discuss how TQM framework has evolved over the years.**

**Ans 6.**

Total Quality Management (TQM) is a management philosophy and approach that focuses on continuous improvement, customer satisfaction, and involvement of all employees in an organization to achieve high-quality products and services. TQM encompasses various elements that work together to enhance quality across all aspects of an organization's operations. These elements include:

**Customer Focus:** TQM emphasizes understanding and meeting customer needs and