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| **SESSION** | **SEPT 2023** |
| **PROGRAM** | **MASTER OF BUSINESS ADMINISTRATION (MBA)** |
| **SEMESTER** | **IV** |
| **COURSE CODE & NAME** | **TOTAL QUALITY MANAGEMENT DOMS402** |
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**Assignment Set – 1**

**1. Discuss the philosophy of quality related to Juran and Deming with applications**

**Ans 1.**

The philosophy of quality management is significantly influenced by the contributions of Joseph Juran and W. Edwards Deming, two pivotal figures in the development of quality control methodologies. Their approaches, while distinct in their focus and implementation, have collectively shaped modern

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**2. What do you infer from the term Quality. Discuss it with reference to Data.**

**Ans 2.**

Quality, in the broadest sense, refers to the standard of something as measured against other things of a similar kind; it is a degree of excellence. When this concept is applied to data, it takes on a more specific meaning. Quality in data refers to the degree to which data is accurate, reliable, and useful for decision-making. The quality of data is paramount in various fields, including business, research, and technology, as it directly impacts the effectiveness of the decisions and predictions

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

**Ans 3.**

Quality standards are essential benchmarks that guide organizations in delivering products and services that meet customer expectations and regulatory requirements. They are vital in ensuring consistency, reliability, and safety in various industries. Understanding these standards and their role in quality

**Assignment Set – 2**

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

**Ans 4.**

Total Quality Management (TQM) is a comprehensive and structured approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback. This approach has several key elements that contribute significantly to its effectiveness in enhancing quality. Additionally, the TQM

**5. Quality culture is an important aspect for developing quality, discuss and elaborate with examples.**

**Ans 5.**

Quality culture is a crucial concept in the realm of business and manufacturing, deeply influencing the development and maintenance of quality in products and services. It refers to an organizational ethos that prioritizes quality in every aspect of operations, from the initial design stages to the final delivery of goods or services. This culture is not confined to the quality control

**6. Elaborate the application of 7 QC tools and their importance**

**Ans 6.**

The application of the 7 Quality Control (QC) tools is fundamental in various industries for enhancing the quality of products and services. These tools, widely recognized and utilized, are pivotal in identifying and resolving problems in processes, leading to improved efficiency and customer satisfaction.

**1. Cause-and-Effect Diagram (**