

Department of MBA

MBAMid Question Bank (R22 Regulation)

Academic Year: 2024-25

Semester:II

Subject Name: Total Quality Management(22MB201OE }

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PART-A

MID – I QUESTION					
Q.No	Questions	Marks	BL	CO	Unit No
1	What is the evolution of quality in business?	2M	L1	CO1	UNIT-I
2	Define quality.	2M	L2	CO1	UNIT-I
3	Why quality is important in today's business environment?	2M	L2	CO1	UNIT-I
4	What are the key dimensions of product and service quality?	2M	L1	CO1	UNIT-I
5	What are the basic concepts of Total Quality Management (TQM)?	2M	L2	CO1	UNIT-I
6	What is the TQM framework?	2M	L2	CO1	UNIT-I
7	What is the role of quality councils in an organization?	2M	L2	CO2	UNIT-II
8	Explain the concept of employee involvement in quality management.	2M	L1	CO2	UNIT-II
9	What are teams and teamwork, and why are they important for quality?	2M	L1	CO2	UNIT-II
10	Define partnering in quality management.	2M	L2	CO2	UNIT-II
11	How does recognition and reward contribute to quality management?	2M	L1	CO2	UNIT-II
12	Describe the PDCA cycle and its importance in quality management.	2M	L1	CO2	UNIT-II
13	Define standard deviation and its significance in quality management.	2M	L2	CO3	UNIT-III
14	How are control charts for variables used in quality control?	2M	L4	CO3	UNIT-III
MID –II QUESTION					
Q.No	Questions	Marks	BL	CO	Unit No
15	What is the purpose of a check sheet (tally sheet) in quality control?	2M	L1	CO3	UNIT-III
16	Explain the 80-20 rule (Pareto principle) and its application in quality control.	2M	L1	CO3	UNIT-III
17	What is a cause-and-effect diagram (Fishbone or Ishikawa diagram)?	2M	L1	CO3	UNIT-III
17	How are scatter diagrams used to analyze relationships between variables?	2M	L1	CO3	UNIT-III
18	What is the difference between Cp and Cpk in	2M	L2	CO3	UNIT-III

	process capability analysis?				
19	What is Quality Function Deployment (QFD)? Write key benefits of implementing QFD	2M	L1	CO4	UNIT-IV
20	What is the House of Quality (HOQ)? How is a HOQ built?	2M	L2	CO4	UNIT-IV
21	What does Poka-Yoke mean in quality management?	2M	L1	CO4	UNIT-IV
22	What is Failure Mode Effect Analysis (FMEA)?	2M	L2	CO4	UNIT-IV
23	How does a Tree Diagram help in problem-solving?	2M	L4	CO4	UNIT-IV
24	What is a Process Decision Program Chart (PDPC)?	2M	L2	CO4	UNIT-IV
25	What is ISO 9001?What are the key requirements of ISO 9001?	2M	L2	CO5	UNIT-V
26	What is quality auditing in the context of ISO standards?	2M	L1	CO5	UNIT-V
27	How does a TQM culture contribute to the success of quality management?	2M	L1	CO5	UNIT-V
28	What is ISO 14000, and how does it differ from ISO 9000?	2M	L1	CO5	UNIT-V
29	How is TQM implemented in the manufacturing sector?	2M	L2	CO5	UNIT-V
30	How is TQM implemented in the service sector?	2M	L1	CO5	UNIT-V

PART-B

MID-I QuestionsPART-B					
Q.No	Questions	Marks	BL	CO	Unit No
1	Discuss the evolution of quality in business and its impact on modern organizations.	4M	L1	CO1	UNIT-I
2	Discuss the concept of customer focus in quality management. Why is it critical for organizations to prioritize customer needs and expectations?	4M	L1	CO1	UNIT-I
3	Define customer retention and its importance in quality management. How can companies enhance customer retention through quality initiatives	4M	L4	CO1	UNIT-I
4	Discuss the TQM framework and its components. How does it help organizations maintain and improve quality?	4M	L2	CO1	UNIT-I
5	Elaborate on the importance of customer orientation and how it influences business practices in the context of quality.	4M	L2	CO1	UNIT-I
6	Explain the contributions of Feigenbaum, Ishikawa, and Taguchi to quality management. How do their philosophies complement each	4M	L4	CO1	UNIT-I

	other?				
7	Identify and explain the barriers to successful implementation of TQM in organizations. How can these barriers be overcome?	8M	L2	CO1	UNIT-I
8	Examine the relationship between customer satisfaction and quality. How does quality impact customer satisfaction levels?	8M	L4	CO1	UNIT-I
9	What role do customer complaints play in maintaining quality? Discuss how organizations can handle complaints effectively to improve quality.	8M	L1	CO1	UNIT-I
10	Explain the process of strategic quality planning. What steps are involved in creating a quality plan for an organization?	4M	L4	CO2	UNIT-II
11	Describe the functions and importance of quality councils in maintaining quality standards across an organization.	4M	L2	CO2	UNIT-II
12	Discuss the role of motivation in driving quality improvement efforts. How can organizations motivate employees to participate in quality management activities?	4M	L1	CO2	UNIT-II
13	What are quality circles? Discuss their structure, purpose, and benefits in fostering quality improvement in organizations.	4M	L3	CO2	UNIT-II
14	Discuss the importance of performance appraisal in quality management. How can performance appraisals be used to evaluate and improve quality-related behaviors and outcomes?	4M	L1	CO2	UNIT-II
15	What is Kaizen, and how does it promote a culture of continuous improvement within an organization?	4M	L1	CO2	UNIT-II
16	Describe the supplier selection process and its impact on an organization's ability to maintain high-quality standards.	8M	L1	CO2	UNIT-II
17	What is supplier rating, and why is it important for ensuring quality in the supply chain? Explain how supplier performance is evaluated and improved.	8M	L2	CO2	UNIT-II
18	Define continuous process improvement. Explain the methods and techniques used to achieve ongoing improvements in quality.	8M	L1	CO2	UNIT-II
19	Explain the statistical concepts of mean and standard deviation. How do these metrics help in analyzing process performance?	4M	L2	CO3	UNIT-III
20	Describe how control charts for variables are used to monitor and improve process stability. What are the key features of these charts?	4M	L1	CO3	UNIT-III
21	Define stratification and explain its role in	4M	L2	CO3	UNIT-III

	identifying variation in processes. How can stratification help in understanding the underlying causes of problems?				
22	Discuss the purpose and significance of histograms in quality control. How do histograms assist in visualizing data and identifying patterns?	4M	L2	CO3	UNIT-III
22	What are control charts, and how do they contribute to maintaining process stability and quality? Explain the different types of control charts and their uses.	4M	L4	CO3	UNIT-III
MID-II Questions					
Q.No	Questions	Marks	BL	CO	Unit No
23	Explain the statistical concepts of mean and standard deviation. How do these metrics help in analyzing process performance?	4M	L2	CO3	UNIT-III
24	Explain the Pareto chart (80-20 rule). How can it be used in quality control to identify the most significant problems and prioritize actions?	4M	L1	CO3	UNIT-III
25	Describe the cause-and-effect diagram (Fishbone diagram) and its application in problem-solving. How does this diagram help in identifying root causes of quality issues?	4M	L2	CO3	UNIT-III
26	Explain the concept of process capability using Cp and Cpk. How are they calculated, and how do they help in determining the effectiveness of a process in meeting specifications?	4M	L2	CO3	UNIT-III
27	Compare and contrast the seven basic (traditional) quality control tools. How does each tool contribute to the process of quality improvement and decision-making?	4M	L2	CO3	UNIT-III
28	Discuss the difference between chance causes and assignable causes. How do these factors influence the stability and improvement of processes?	4M	L2	CO3	UNIT-III
29	Explain the QFD process. How do the stages of the QFD process ensure that customer needs are met during product development?	4M	L2	CO4	UNIT-IV
30	What is the Taguchi Method? Discuss how the Taguchi approach can help improve product design and reduce variability	4M	L1	CO4	UNIT-IV
32	Explain Total Productive Maintenance (TPM). How does TPM help improve equipment reliability and reduce downtime in manufacturing processes?	4M	L1	CO4	UNIT-IV
33	Describe the Seven New Management Tools for process improvement. How do these tools support decision-making and problem-solving?	4M	L2	CO4	UNIT-IV
34	Define Six sigma. Explain the methodologies of Six Sigma. What are the differences between	4M	L3	CO4	UNIT-IV

	DMAIC and DFSS, and when should each be applied?				
35	Explain the purpose of an Arrow Diagram. How is it used to visualize the flow of activities or processes in project management or quality improvement?	4M	L1	CO4	UNIT-IV
36	What is a Process Decision Program Chart (PDPC)? How does it assist in planning for potential risks and uncertainties in a process?	8M	L1	CO4	UNIT-IV
37	What is benchmarking, and how is it used to compare an organization's processes, performance, or products with industry best practices?	8M	L1	CO4	UNIT-IV
38	What is a Matrix Diagram, and how does it help in analyzing relationships between different factors or variables in a process?	8M	L2	CO4	UNIT-IV
39	Explain the concept of ISO registration. What steps are involved in obtaining ISO certification, and how does it benefit organizations in terms of quality management?	4M	L1	CO5	UNIT-V
40	What is ISO 9001, and how does it differ from other ISO standards? Discuss the key components of ISO 9001 and why it is one of the most widely used standards for quality management systems.	4M	L2	CO5	UNIT-V
41	What is quality auditing, and how is it applied in ISO certification? Discuss the different types of audits (internal, external, and certification) and their roles in assessing the effectiveness of a quality management system.	4M	L1	CO5	UNIT-V
42	What is TQM culture, and how does it foster continuous improvement in organizations? Discuss the importance of leadership, employee involvement, and customer focus in building a successful TQM culture.	4M	L1	CO5	UNIT-V
43	What are the benefits of ISO 14000 certification for an organization? How does it contribute to reducing environmental risks, improving resource efficiency, and enhancing corporate reputation?	4M	L1	CO5	UNIT-V
44	What is ISO 9001, and how does it differ from other ISO standards? Discuss the key components of ISO 9001 and why it is one of the most widely used standards for quality management systems.	4M	L1	CO5	UNIT-V
45	Explain the significance of writing documents in the context of ISO 9001. How does effective documentation support the maintenance of quality standards and help organizations meet regulatory requirements?	8M	L1	CO5	UNIT-V
46	Discuss how Total Quality Management (TQM) is implemented in the manufacturing sector. What are the specific challenges and strategies used to improve product quality, reduce waste, and enhance customer satisfaction in manufacturing	8M	L2	CO5	UNIT-V

	organizations?				
47	Explain how TQM is implemented in the service sector. What are the unique challenges of applying TQM in services, and what strategies can service organizations use to enhance quality, customer satisfaction, and operational efficiency?	8M	L1	CO5	UNIT-V

