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**S.K.S.S ARTS COLLEGE, THIRUPPANANDAL - 612504**



## QUESTION BANK

*Title of the Paper*

# TOTAL QUALITY MANAGEMENT

Course: II M.Com.,  
Sub. Code: P16MC31  
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*Prepared by*

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## TOTAL QUALITY MANAGEMENT

### **UNIT – I**

Introduction to quality control – Quality and cost consideration – statistics and its - Applications in Quality Control.

### **UNIT – II**

Sampling Inspection in Engineering Manufacture - statistics quality control by the use of control charts - methods of Inspection and Quality Appraisal – Reliability Engineering – value engineering and value analysis.

### **UNIT – III**

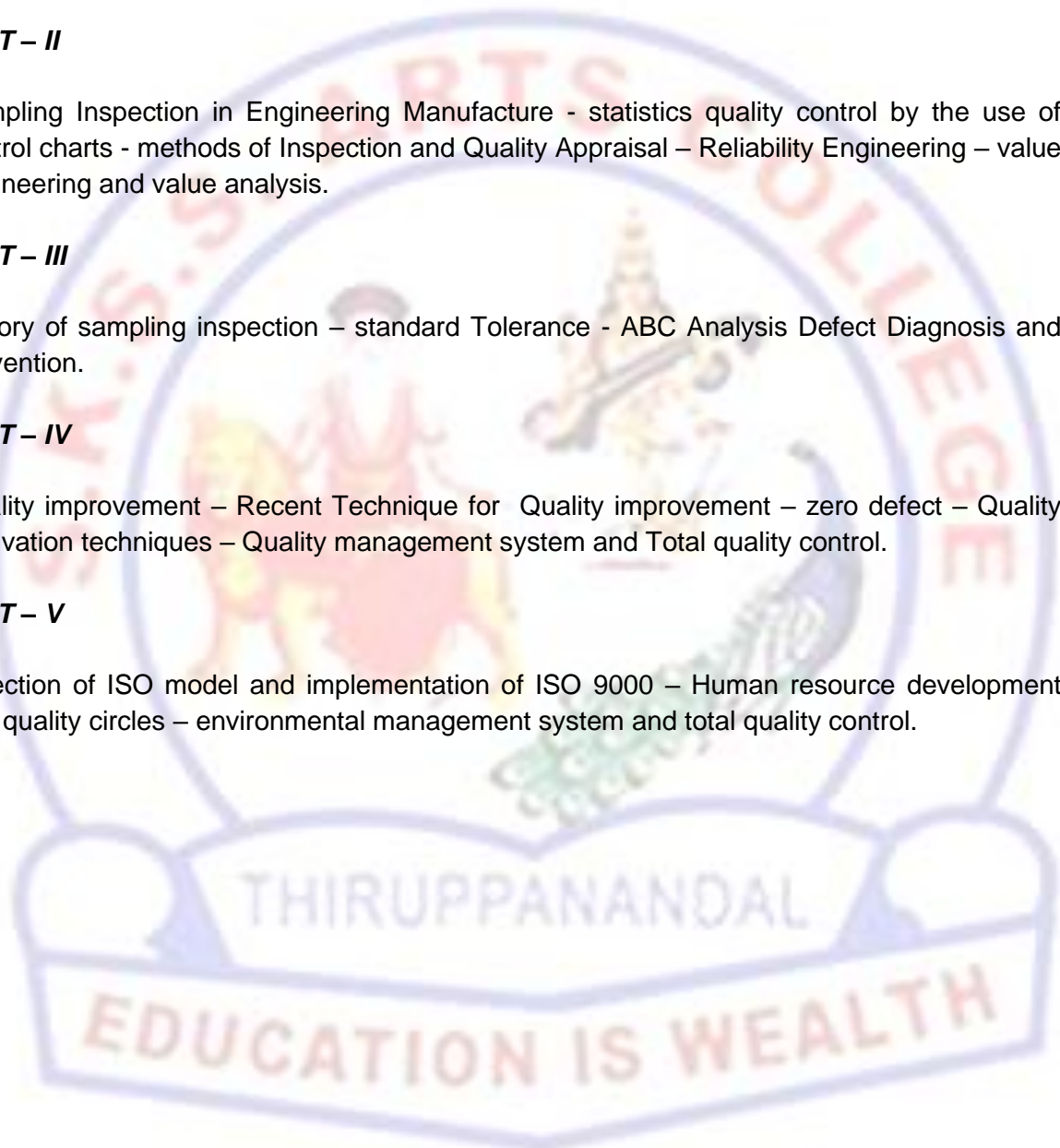
Theory of sampling inspection – standard Tolerance - ABC Analysis Defect Diagnosis and prevention.

### **UNIT – IV**

Quality improvement – Recent Technique for Quality improvement – zero defect – Quality motivation techniques – Quality management system and Total quality control.

### **UNIT – V**

Selection of ISO model and implementation of ISO 9000 – Human resource development and quality circles – environmental management system and total quality control.



## UNIT – I

### CHOOSE THE CORRECT ANSWER

1. Process control is carried out
  - a) before production
  - b) during production
  - c) after production control
  - d) all the above
2. Low cost, higher volume items requires
  - a) no inspection
  - b) little inspection
  - c) intensive inspection
  - d) 100% inspection
3. High cost, low volume items requires
  - a) no inspection
  - b) little inspection
  - c) intensive inspection
  - d) 100% inspection
4. The mean of sampling distribution is
  - a) less than mean of process distribution
  - b) more than means of process distribution
  - c) equal to mean of process distribution
  - d) any of the above
5. The percent of the sample means will have values that are within +3 standard deviations of the distribution mean is.
  - a) 95.5
  - b) 96.7
  - c) 97.6
  - d) 99.7
6. The dividing lines between random and non random deviations from mean of the distribution are known as
  - a) upper control limit
  - b) lower control limit
  - c) control limits
  - d) two sigma limits
7. What does QA and QC stand for ?
  - a) Quality Assurance and Queuing control
  - b) Quality Adjustment and quality completion
  - c) Quality assurance and quality control
  - d) Quality adjustment and queuing control
8. What is QA?
  - a) It is the measurement of degree to which a product satisfies the need.
  - b) Any systematic process used to ensure quality in the process.
  - c) Process of identifying defects
  - d) It is a corrective tool

9. Which of the following option is correct regarding QA and QC?
- QC is an integral part of QA
  - QA is an integral part of QC
  - QA and QC are independent to each other
  - QC may or may not depend an QA
10. What is the first step of QA?
- Development of standards
  - Identification of customers need
  - Servicing
  - Material control

**Answers :** 1 (b) 2 (b) 3 (c) 4 (c) 5 (d) 6 (c) 7 (c) 8 (b) 9 (b) 10 (b)

### **SHORT QUESTIONS (2 MARKS)**

- Define total quality.
- What are the dimensions of quality?
- Give the analysis techniques for quality costs.
- Define quality costs.
- Give the primary categories of quality cost.
- Give the typical cost bases.
- What is quality control?
- What is quality and consideration?
- What is statistics?
- What is its application in quality control?

### **PARAGRAPH QUESTIONS (5 MARKS)**

- Give the basic concepts of TQM.
- Give the obstacles with TQM implementation.
- What are the various quality statements?
- Give the principles of TQM.
- What are the characteristics of quality cost?
- How will you determine the optimum cost?
- What are the quality control?
- What are the objectives of cost consideration?
- Give the analysis techniques statistics.
- Distinguish between cost and quality control.

### **ESSAY TYPE QUESTIONS (10 MARKS)**

- Explain the functions of quality control.
- Explain the process of quality control.
- Explain the advantages of quality control.
- Explain the phases of quality control.
- Explain the quality costs of consideration.
- Discuss and the basic concepts of TQM and its types.
- Explain the dimensions of quality.
- Explain the principles of TQM.
- Discuss the objectives of TQM.

## UNIT – II

### CHOOSE THE CORRECT ANSWER

1. Which of these is not a correct statement for acceptance sampling?
  - a) Concerned with inspection of products
  - b) Concerned with decision making of regarding products
  - c) One of the oldest aspects of quality assurance
  - d) One of the oldest aspects of quality control
2. Decision making regarding the lot disposition is sometimes called
  - a) Lot rejection
  - b) Lot acceptance
  - c) Lot sentencing
  - d) Lot wording
3. Which techniques was used majority in 1930s and 1940s incoming or receiving inspection?
  - a) SPC
  - b) Histogram
  - c) C-Chart
  - d) Acceptance sampling
4. Acceptance sampling can be used as
  - a) incoming inspection activity
  - b) Out going inspection activity
  - c) Both, incoming and outgoing inspection activity
  - d) Neither incoming was outgoing inspection activity
5. The purpose of acceptance sampling is
  - a) Sentence lots
  - b) Estimate lot quality
  - c) Estimate lot defectives
  - d) Estimate lot conformity
6. Which of these procedures doesn't provide direct form of quality control
  - a) control charts
  - b) Acceptance sampling
  - c) Design of experiments
  - d) Consume charts
7. Which of these is not used in sampling?
  - a) 0% inspection
  - b) 100% inspection
  - c) Acceptance sampling
  - d) 5% inspection
8. Acceptance sampling is not used when
  - a) The test is destructive
  - b) The cost of 100% inspection is quite high
  - c) The supplier's process capability is very high
  - d) Although the supplier process is satisfactory but a program is needed for continuous monitoring.

9. When is the 100% inspection done?
  - a) The supplier's process is so good that defective units are never encountered
  - b) The supplier's process is so bad that almost every unit is defective
  - c) The component is extremely critical
  - d) The component is moderately critical
10. Which of the following is not used for the lot of quality inspection purposes?
  - a) EWMA control chart
  - b) Consume chart
  - c) She what control charts
  - d) Acceptance sampling

**Answers :** 1 (d) 2 (c) 3 (d) 4 (c) 5 (a) 6 (b) 7 (d) 8 (c) 9 (c) 10 (d)

### **SHORT QUESTIONS (2 MARKS)**

11. What is a sampling plan?
12. What is random sampling?
13. What do you mean by reliability engineering?
14. Define sampling inspection.
15. Define statistical quality control.
16. What do you mean by control charts?
17. What is quality appraisal?
18. What is value engineering?
19. What is value analysis?
20. What is engineering manufacture?

### **PARAGRAPH QUESTIONS (5 MARKS)**

21. What are the objectives of inspection?
22. What are the methods of inspection?
23. What are the characteristics of sampling?
24. What are the manufacturing sampling?
25. What is Sampling plan for inspection?
26. Discuss the different types of sampling plans.
27. Write a descriptive note on acceptance sampling.
28. What are the purpose of inspection?
29. How do you critically appraise evidence? Explain.
30. What are critical appraisal skills?

### **ESSAY TYPED QUESTIONS (10 MARKS)**

31. Briefly explain the types of sampling plan.
32. Different features of sampling inspection.
33. Explain the process of quality appraisal.
34. Discuss the elements of a good performance appraisal.
35. Explain the concept of value engineering and value analysis.
36. Discuss the between value engineering and value analysis.
37. How will you improve the performance appraisal? Explain.
38. Briefly explain the benefits of value engineering.
39. Differentiate between value engineering and value management.
40. Briefly explain the principles of value analysis.

## UNIT – III

### CHOOSE THE CORRECT ANSWER

1. In acceptance sampling when there is a finite probability that the lot may be accepted even if the quality is not really good, is called.
  - a) consumer's risk
  - b) producer's risk
  - c) operator's risk
  - d) owner's risk
2. In double sampling plan, if the numbers of defects is in between the two cut off numbers  $C_1$  and  $C_2$  then
  - a) Accept the lot
  - b) Reject the lot
  - c) Take another sample
  - d) None of these
3. Which of the following includes in cost of quality?
  - a) cost of appraisal
  - b) cost of prevention
  - c) cost of failure
  - d) all of the above
4. Costs of appraisal includes
  - a) monitoring and control
  - b) quality planning
  - c) rejection and reward
  - d) all of the above
5. Costs of failure includes
  - a) monitoring and control
  - b) quality planning
  - c) rejection and rework
  - d) all of the above
6. Which of the following is not a sampling?
  - a) single sampling plan
  - b) double sampling plan
  - c) triple sampling plan
  - d) sequential sampling plan
7. In ABC analysis 'A' class consist of items having
  - a) accurate records
  - b) good records
  - c) minimal records
  - d) no records
8. Which of the following is not an inventory?
  - a) machines
  - b) raw material
  - c) finished products
  - d) consumable tools

9. The cost of insurance and taxes are included in  
a) cost of ordering  
b) set up cost  
c) inventory carrying cost  
d) cost of shortages
10. Buffer stock is the level of stock  
a) half of the actual stock  
b) at which the ordering process should start  
c) minimum stock level below which actual stock should not fall  
d) maximum stock in inventory

**Answers :** 1 (a) 2 (c) 3 (d) 4 (a) 5 (c) 6 (c) 7 (a) 8 (a) 9 (c) 10 (c)

### **SHORT QUESTIONS (2 MARKS)**

11. What is sampling inspection?  
12. What is theory of sampling?  
13. Define sampling.  
14. Define ABC analysis.  
15. What is defect analysis?  
16. What do you mean by acceptance sampling?  
17. What are the diagnosis?  
18. What is prevention?  
19. What do you mean by defect prevention?  
20. What is meant by standard tolerance?

### **PARAGRAPH QUESTIONS (5 MARKS)**

21. What are the methods of ABC analysis?  
22. How do you classify ABC analysis?  
23. Explain the types of tolerance.  
24. Explain the tolerance in engineering drawing.  
25. Discuss the importance of ABC analysis  
26. Discuss the control limits and tolerance limits.  
27. What are the challenges of ABC analysis?  
28. What are the advantages of ABC analysis?  
29. What are the different types of diagnosis?  
30. What are the phases of inspection?

### **ESSAY TYPE QUESTIONS (10 MARKS)**

31. Explain the theories of sampling inspection explain in detailed.  
32. Briefly explain the effect of sample size on probability of acceptance.  
33. Discuss the ABC analysis with suitable example.  
34. Explain the ABC method of inventory control system.  
35. Explain the defect analysis and prevention process.  
36. Explain the types of sampling inspection.  
37. Explain the various types of ABC analysis.  
38. Write short note on  
1. ABC analysis  
2. Defect Prevention  
3. Sampling inspection  
39. Explain the objectives of sampling inspection.  
40. Differentiate between standard tolerance and ABC analysis.



## UNIT – IV

### CHOOSE THE CORRECT ANSWER

1. What is the aim of fool-proofing technique used for total quality management?
  - a) to achieve zero defects
  - b) to specify time schedules
  - c) to specify targets
  - d) none of the above
2. The aim of just – in - time manufacturing principle is to eliminate
  - a) time wastage
  - b) labour wastage
  - c) cost of excessive inventory
  - d) all of the above
3. The process mapping is a ----- diagram
  - a) data flow
  - b) work flow
  - c) circular
  - d) audit
4. Control chart is a
  - a) process monitoring tool
  - b) process control tool
  - c) both a and b
  - d) none of the above
5. Total quality management (TQM) focus on
  - a) employee
  - b) customer
  - c) both a and b
  - d) none of the above
6. TQM & ISO both focuses on
  - a) customer
  - b) employee
  - c) supplier
  - d) all of the above
7. According to Deming, quality problems are
  - a) due to management
  - b) due to machine
  - c) due to method
  - d) due to material
8. While setting quality objectives ----- to be considered
  - a) material quality
  - b) customer need
  - c) market demand
  - d) all of the above

9. CMM stands for
- capability maturity model
  - capability monitoring model
  - capability measuring model
  - capability matching model
10. Malcolm Baldrige national quality award for (MBNQA)
- total quality management
  - international standard organization
  - total productive maintenance
  - total quality control

**Answer :** 1(a) 2(d) 3(b) 4(c) 5(c) 6(a) 7(a) 8(b) 9(a) 10(a)

**SHORT QUESTIONS (2 MARKS)**

- Define quality improvement.
- What is meant by zero defect?
- What is motivation techniques?
- What are the quality improvement?
- What is quality management system?
- What is total quality control?
- Define motivation.
- Define total quality control.
- What do you mean by zero defect?
- What is quality motivation?

**PARAGRAPH QUESTIONS (5 MARKS)**

- What are the techniques of motivation?
- What are strategies for team motivation?
- Differentiate between quality management system and total quality control.
- What are the quality improvement?
- What is the main purpose of quality improvement?
- What are the benefits of quality improvement
- How do you achieve zero defect? Explain.
- What is the meaning of zero defect and zero effect?
- What are the advantages and disadvantages of zero defects
- What are the importance of quality management system?

**ESSAY TYPE QUESTIONS (10 MARKS)**

- Explain the quality management system
- Differentiate between TQM and QMS.
- Discuss the quality improvement strategies in TQM.
- How to achieve zero defect in manufacturing? Describe.
- Briefly explain the techniques of total quality management.
- Briefly explain the benefits of quality management system.
- Explain the quality motivation techniques in TQM.
- Explain the advantages and disadvantages of zero defects.
- What is the concept of total quality management? Explain its features
- Explain the quality management system and quality control.

## UNIT – V

### CHOOSE THE CORRECT ANSWER

1. The ISO 9000 quality system does not include
  - a) ISO 9000/A for overall quality management standards
  - b) ISO 9003 for quality assurance in final inspection
  - c) ISO 9002 for quality assurance in production and installation
  - d) ISO 9001 for quality assurance in design and development
2. Human resource departments are
  - a) line departments
  - b) authority department
  - c) service department
  - d) functional department
3. What is human factor?
  - a) micro and macro issues of socio economic factor.
  - b) interrelated physiological, psychological and socio-ethical aspects of human being
  - c) the entire concept of human behavior
  - d) none of the above
4. What is ISO?
  - a) Indian organization for standard
  - b) internal organization for standard
  - c) international organization for standard
  - d) none of the above
5. Diamond represents – while plotting flow chart
  - a) step in activity
  - b) decision making
  - c) direction of flow
  - d) none of the above
6. ISO emphasis on
  - a) prevention
  - b) inspection
  - c) rejection
  - d) all of the above
7. ISO – 14001 gives stress on
  - a) plan – do – check – Ask
  - b) environmental protection
  - c) prevention rather than detection
  - d) all of the above
8. The objectives of ISO 9000 family of quality management is
  - a) customers satisfaction
  - b) employee satisfaction
  - c) skill engagement
  - d) environmental issues.

9. TQM's major emphasis is an
  - a) product quality
  - b) company profitability
  - c) customer delight
  - d) employee training
10. Staffing includes
  - a) workload estimation
  - b) termination
  - c) appointments of personnel, placement
  - d) all of these

**Answer :** 1(b) 2(c) 3(b) 4(c) 5(b) 6(a) 7(d) 8(a) 9(a) 10 (d)

### **SHORT QUESTIONS (2 MARKS)**

11. Define ISO.
12. What is implementation?
13. What is need for ISO 9000?
14. What is called human resource?
15. What are the basics of HR?
16. What is quality circles?
17. What is meant by environmental management system?
18. What is ISO 9001 requirement?
19. What is total quality control?
20. What are the quality control principles?

### **PARAGRAPH QUESTIONS (5 MARKS)**

21. What are the benefits of ISO?
22. What are the four elements for the planning of ISO
23. Give the ISO 9001 requirements?
24. Why is ISO 9000 important? Discuss.
25. What are the quality circles in TQM?
26. Explain the benefits of firming quality circles.
27. What are the characteristics of quality circle?
28. What is the purpose of environmental management system?
29. Explain the advantages and disadvantages of ISO.
30. How is environment related to management?

### **ESSAY TYPE QUESTIONS (10 MARKS)**

31. Explain the elements of ISO 9000 : 2000
32. Discuss about ISO 9000 : 2000 quality systems.
33. How are quality circles formed? Explain
34. Briefly explain the types of environmental management.
35. Explain the environmental management system ISO 14001.
36. How many ISO 9000 standards are there?
37. Discuss the principles of ISO 9000?
38. Discuss the total quality control
39. Explain the steps in obtaining ISO 9000 registration.
40. Discuss the importance of total quality control.