

UNIT II –TQM PRINCIPLES

PART A

1. Why should suppliers be treated as partners.
2. What is meant by ‘Cost of quality’?
3. What are the roles assigned to people in Quality Circles or who constitutes QC.
4. What is meant by empowerment?
5. What are the various quality statements? Write an example for quality statement.
6. Distinguish between ‘internal customer’ and ‘external customer’.
7. Explain Kaizen
8. Distinguish between Reward and Recognition.

PART B

1. Explain the different types of Teams, and explain the various steps involved in developing a team.
2. Explain all the elements in 5“S principle and also the implementation procedure of 5“S in a manufacturing company.
3. Explain the different approaches towards continuous process improvement
4. Explain in detail about Performance Appraisal. What are its benefits?