

St. Joseph's College of Engineering
St. Joseph's Institute of Technology
GE 6757- Total Quality Management
Assignment III

Part A

1. What is a Check sheet?
2. Define fraction defective (p).
3. What is a Histogram?
4. What do you mean by measure of central tendency? What are the three measures of central tendency?
5. What is Cause and effect diagram? List its uses.
6. What is the purpose of a Pareto diagram?
7. What is Scatter diagram?
8. What is Control chart? What are the types of Control charts?

Part B

1. What is six sigma concept? How can it be effective in a service organization?
2. Explain new seven TQM tools with suitable examples.
3. Explain Bench marking and its steps.
4. Explain the stages of FMEA.