

***St. Joseph's College of Engineering/St. Joseph's College of Technology***

***GE6757-TOTAL QUALITY MANAGEMENT***

**Assignment – 1**

**Part – A**

1. What are the elements of TQM?
2. Mention the basic features of TQM.
3. Define Quality
4. What are the major dimensions of product quality?
5. What do you mean by service quality?
6. What are the four categories of quality costs?
7. What is Deming Cycle?
8. What is customer satisfaction?

**Part – B**

1. Write short notes on :i) customer perception of quality and ii) Customer complaints
2. Discuss in detail the dimensions of Quality in the context of Service.
3. Explain the Juran's view of TQM/ Explain in detail about Juran Trilogy.
4. Explain Deming Principles for quality achievement.