

# TOTAL QUALITY MANAGEMENT BY SUBBURAJ RAMASAMY

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### **Total Quality Management by Subburaj Ramasamy: A Comprehensive Guide**

Total Quality Management (TQM) is a comprehensive management approach that focuses on enhancing customer satisfaction through continual improvement of all processes. Subburaj Ramasamy, a renowned TQM expert, has developed a framework for implementing TQM effectively.

**1. What is the core principle of TQM?** According to Ramasamy, the core principle of TQM is to continuously improve every aspect of an organization to meet the needs and expectations of customers. This involves empowering employees, fostering a culture of collaboration, and relentlessly seeking ways to eliminate waste and inefficiency.

**2. What are the key elements of Ramasamy's TQM framework?** Ramasamy's TQM framework consists of five key elements:

- **Customer Focus:** Understanding and meeting the needs of both internal and external customers.
- **Leadership:** Creating a vision, inspiring employees, and fostering a positive and supportive work environment.
- **Employee Empowerment:** Involving all employees in the improvement process, recognizing their contributions, and providing them with training and resources.
- **Process Management:** Identifying, analyzing, and improving all processes to ensure efficiency and effectiveness.

- **Continuous Improvement:** Regularly evaluating performance, identifying areas for growth, and implementing changes based on data and feedback.

**3. How does Ramasamy approach quality management in the healthcare industry?** In the healthcare industry, Ramasamy emphasizes the importance of patient-centered care and the need to reduce medical errors. He advocates for using TQM principles to improve patient safety, enhance clinical outcomes, and create a more positive and patient-focused experience.

**4. What are the benefits of implementing TQM?** Effective TQM implementation can lead to numerous benefits, including:

- Increased customer satisfaction and loyalty
- Reduced costs and waste
- Improved employee morale and productivity
- Enhanced organizational reputation
- Sustainable competitive advantage

**5. What are the challenges of implementing TQM?** While TQM can be transformative, it also poses certain challenges, such as:

- Overcoming resistance to change
- Ensuring employee buy-in and participation
- Measuring and tracking progress effectively
- Sustaining improvements over time

By embracing the principles of Total Quality Management as outlined by Subburaj Ramasamy, organizations can embark on a journey of continuous improvement, enhance customer satisfaction, and achieve operational excellence.

## **Workbook Answers: Summit 1 Second Edition**

### **Unit 1**

#### **1. Complete the dialogues with the words in the box.**

- always
- anymore
- ever
- never
- often
- rarely
- sometimes
- usually

**Dialog 1:** A: Do you like to play tennis? B: No, I don't play it \_\_\_\_.

**Dialog 2:** A: Do you go to the movies? B: Yes, I go to the movies \_\_\_\_.

## **2. Write questions with the prompts provided.**

- play / video games? A: \_\_\_\_ B: Yes, I play video games.
- go / out? A: \_\_\_\_ B: Yes, I often go out.

## **Unit 2**

### **1. Complete the sentences with the correct verb form.**

- present continuous
- simple present

**Sentence 1:** I \_\_\_\_ (study) English at the moment.

**Sentence 2:** She \_\_\_\_ (not / work) on Saturdays.

### **2. Write questions with the prompts provided.**

- what / do / you / do? A: \_\_\_\_ B: I'm a teacher.

- how / often / you / go / to the gym? A: \_\_\_\_\_. B: I go to the gym three times a week.

### Unit 3

#### 1. Circle the correct options.

- He's / He is working in a restaurant.
- She doesn't / doesn't like coffee.
- Can / Do you speak English?

#### 2. Write sentences using the words in the box.

- but
- on the other hand
- however

**Sentence 1:** I like coffee, \_\_\_\_, I don't like tea.

**Sentence 2:** He's a good student \_\_\_\_, he's not very organized.

### Unit 4

#### 1. Complete the story with the words in the box.

- finally
- first
- next
- then

**Story:** \_\_\_\_, I went to the store. \_\_\_\_, I bought some groceries. \_\_\_\_, I came home. \_\_\_\_, I cooked dinner.

#### 2. Write questions with the prompts provided.

- what / you / do / yesterday? A: \_\_\_\_\_. B: I watched a movie.
- what / the weather / like / tomorrow? A: \_\_\_\_\_. B: The weather will be sunny tomorrow.

## Unit 5

### 1. Circle the correct words to complete the sentences.

- I'm / My name is John.
- How / What are you?
- Where / What do you live?

### 2. Write sentences using the words in the box.

- too
- enough
- very

**Sentence 1:** The coffee is \_\_\_\_ hot.

**Sentence 2:** I'm \_\_\_\_ tired to go out.

**Sentence 3:** I don't have \_\_\_\_ money to buy a car.

### How to survive as a junior doctor?

**Is a radiographer a physician who specializes in diagnosing injuries & diseases using medical imaging studies?** A radiologist is a medical doctor who specializes in diagnosing and treating diseases and injuries using medical imaging techniques. They are responsible for interpreting and analyzing medical images such as X-rays, CT scans, MRIs, ultrasounds, and nuclear medicine scans.

**What is the secret life of a junior doctor?** This Is Going to Hurt: Secret Diaries of a Junior Doctor is a nonfiction book by the British comedy writer Adam Kay, published in 2017 by Picador. It is a collection of diary entries written by Kay during

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his medical training from 2004 to 2010.

**What is the simplest doctor to become?** In terms of how long it takes, a family doctor or internist is the easiest doctor to become. 2. What is the hardest doctor to become? Again, judging by the length of time it takes, it is usually the surgical specialties that take the longest, such as thoracic surgery, vascular surgery or orthopedic surgery.

**What is the difference between medical imaging and radiography?** Radiologists undergo specialized training to interpret images and carry out interventions. Medical imaging, on the other hand, is a broader term that encompasses all methods and technologies used to visualize the human body, of which radiology is a subset.

**Is diagnostic radiography a caring profession?** Radiographers must be competent in positioning a patient and operating the equipment to produce a diagnostic image. However, caring for the patient is also paramount.

**What is the difference between a radiographer and an MRI?** Radiologic technologists specialize in x-ray and computed tomography (CT) imaging. Radiologic technologists, also known as radiographers, perform x rays and other diagnostic imaging examinations on patients. MRI technologists operate magnetic resonance imaging (MRI) scanners to create diagnostic images.

**Why is the 11th doctor so childish?** He seems very childish because of the innocence he seems to have found again, and to keep up this facade, is willfully ignorant of anything that would upset him. His mood can quickly turn vengeful when he sees something that reminds him of his long and unfortunate past or if he needs to deal with something seriously.

**Who is the youngest Dr ever?** Balamurali Ambati holds the Guinness World Record for being the world's youngest doctor. Born in 1977 in India, he began his medical studies at New York University's School of Medicine at 14. Driven by a passion for medicine, Ambati completed his doctorate in 1995, becoming a licensed physician at an astonishing age.

**What is the 11th doctors real name?**

**What is the least respected medical specialty?**

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## **What is the lowest paid doctor?**

### **What is the happiest doctor specialty?** Which Medical Specialty Is the Happiest?

According to studies, family medicine is considered the happiest medical specialty. While happiness is subjective and varies from individual to individual, family medicine doctors generally report high levels of job satisfaction and work-life balance.

**Is 32 too old to become a doctor?** While there is nothing to stop you from starting medical school at 30, 40, or 50 years of age, there are some important factors to consider: Length of educational process – Medical school is typically four years, but residency is another three to eight years.

**Is 24 too old to become a doctor?** It's important to know there is no age limit to attending medical school. You can become a doctor at any age.

**What is a good age to be a doctor?** Usually, students graduate medical school at 26, followed by three years of internship and residency. Add to that an additional three to seven years for a specialty, and most doctors don't begin their careers until well in their thirties.

**At what age should you go to the doctor alone?** “In California, there are laws that protect the health status of our preteens and teens,” Dr. Ma says. “Minor patients can seek some health care for certain delicate matters on their own, without the consent of a parent or guardian.” Physicians typically ask to speak privately to patients 12 or older.

## **The Maze of Bones: Unraveling the 39 Clues**

**The Maze of Bones**, the first installment in the electrifying 39 Clues series by best-selling author Rick Riordan, has captivated readers worldwide with its thrilling mystery and fast-paced adventure. At the heart of the story lies a cryptic riddle left behind by a wealthy philanthropist, Arthur Trent, who challenges his heirs to a global scavenger hunt for 39 clues that will lead them to an unimaginable prize.

### **1. Who are the main protagonists of The Maze of Bones?**

Amy and Dan Cahill, two teenage orphans, are thrust into the midst of the hunt when they receive the first clue from their enigmatic grandmother, Grace. With their newfound companion, Nellie Gomez, they embark on a treacherous journey filled with puzzles, danger, and unexpected alliances.

## **2. What is the significance of the 39 clues?**

The 39 clues are relics and artifacts that contain pieces of a powerful secret history that could alter the world forever. Each clue leads to another, forming an intricate maze that only the most cunning and determined can navigate.

## **3. Who are the antagonists in The Maze of Bones?**

Amy and Dan face formidable opposition from various factions, including the ruthless Kabra family, who seek the clues for their own sinister purposes. They must outsmart their adversaries, decipher enigmatic riddles, and unravel the secrets of their own family's past.

## **4. What is the pivotal setting of The Maze of Bones?**

The mystery unfolds in a series of exotic and historic locations around the world, ranging from the catacombs of Paris to the jungles of Belize. Each setting provides a backdrop for heart-stopping chases, perilous encounters, and mind-boggling puzzles.

## **5. What makes The Maze of Bones a captivating read?**

Riordan's masterful storytelling weaves together a thrilling mystery, captivating characters, and historical context. The fast-paced action keeps readers on the edge of their seats, while the enigmatic clues and diverse locations ignite their imaginations. The 39 Clues series has become a beloved adventure for young and adult readers alike, sparking a passion for mystery, history, and the endless possibilities of exploration.

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