

# **MBA PROJECT REPORT**

**A STUDY OF QUALITY ASSURANCE TO IMPROVE OPERATIONS  
MANAGEMENT PROCESSES IN THE AUTOMOTIVE AND ENGINE  
MANUFACTURING SECTOR**

**Case Study: Tata Motors**

# **DECLARATION**

I hereby declare that this project entitled 'A Study of Quality Assurance to Improve Operations Management Processes in the Automotive and Engine Manufacturing Sector' is my original work and not submitted anywhere else.

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# CHAPTER 1: INTRODUCTION

Quality assurance (QA) ensures consistency, reliability, and safety in automotive manufacturing. Tata Motors implements SPC, Six Sigma, Lean manufacturing, and IATF 16949 standards. QA enhances operational efficiency, reduces defects, and strengthens competitiveness. The role of digital inspection, supplier audits, and continuous improvement is crucial.

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## CHAPTER 2: REVIEW OF LITERATURE

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# CHAPTER 3: RESEARCH OBJECTIVES & METHODOLOGY

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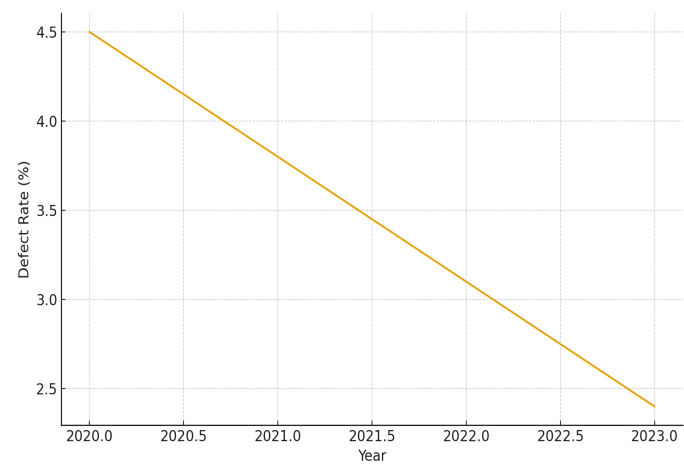
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# CHAPTER 4: DATA ANALYSIS & INTERPRETATION



Year	Defect Rate (%)
2020.0	4.5
2021.0	3.8
2022.0	3.1
2023.0	2.4

# CHAPTER 5: FINDINGS & CONCLUSION

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## CHAPTER 6: RECOMMENDATIONS & LIMITATIONS

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