**UNIT 4TH SHORT ANSWER QUESTION (2 MARKS)-**

**Q. (1) Define quality control?**

**Ans.**

**Quality control (QC) is a procedure or set of procedures intended to ensure that a manufactured product or performed service adheres to a defined set of quality criteria or meets the requirements of the client or customer. QC is similar to, but not identical with, quality assurance (QA).**

**Q.(2)Define process control?**

**Ans.**

**Process control is an engineering discipline that deals with architectures, mechanisms and algorithms for maintaining the output of a specific process within a desired range. For instance, the temperature of a chemical reactor may be controlled to maintain a consistent product output.**

**Q.(3)Define SQC(Statistical quality control)?**

**Ans.**

**Statistical process control (SPC) is a method of quality control which uses statistical methods. SPC is applied in order to monitor and control a process. Monitoring and controlling the process ensures that it operates at its full potential.**

**Q.(4)Define control charts?**

**Ans.**

**Control charts, also known as Shewhart charts (after Walter A. Shewhart) or process-behavior charts, in statistical process control are tools used to determine if a manufacturing or business process is in a state of statistical control.**

**Q.(5)Define single sampling?**

**Ans.**

**single sampling plan, one sample of items is selected at random from a lot and the disposition of the lot is determined from the resulting information. These plans are also denoted as (n,c) plans since there are n observations and the lot is rejected if there are more than c defectives.**

**Q.(6)Define sequential sampling?**

**Ans.**

**Sequential sampling is a non-probabilistic sampling technique, initially developed as a tool for product quality control. The sample size, n, is not fixed in advanced, nor is the timeframe of data collection. The process begins, first, with the sampling of a single observation or a group of observations.**

**Q.(7)Define double sampling?**

**Ans.**

**Double sampling is a sampling method which makes use of auxiliary data where the auxiliary information is obtained through sampling. More precisely, we first take a sample of units strictly to obtain auxiliary information, and then take a second sample where the variable(s) of interest are observed.**

**Q(9)Define TQM (total quality management)?**

**Ans.**

**Total Quality Management (TQM) is a management approach that originated in the 1950s and has steadily become more popular since the early 1980s. Total quality is a description of the culture, attitude and organization of a company that strives to provide customers with products and services that satisfy their needs**.

**Q.(10)Define Issues of TQM?**

**Ans.**

**1. Competitive markets**

**2. Bad attitudes/abdication of responsibility/management infallibility**

**3. Lack of leadership for quality**

**4. Deficiency of cultural dynamism**

**5. Inadequate resources for total quality management**

**6. Lack of customer focus.**