

Question 1: Data and information are needed to analysis the all organization. Do you agree or disagree give rational view.

Answer:

At the work level, data provide real-time information to identify assignable reasons for variation, determine root causes, and take corrective action as needed. This might require lean communication a channel consisting of bulletins, computerized quality reports, and digital readouts of part dimensions to provide immediate information on what is happening and how things are progressing. At the process level, operational performance data such as yields, cycle times, and productivity measures help manager determine whether they are doing the right job, whether they are using resources effectively, and whether they are improving. Information at this level generally is aggregated; for example daily or weekly scrap reports, customer complaint data obtained from customer service representatives or monthly sales and cost figures faxed in from field offices. At the organization level, quality and operational performance data from all areas of the firm, along with relevant financial, market, human resources, and supplier data, form the basis for strategic planning and decision making. Such information is highly aggregated and obtained from many different sources throughout the organization.

Question 2: Explain return on quality and its principle.

Question 3: How can the different between tradtional view and total quality perspactive. Explain any five points.

Answer:

The traditional view of quality saw employees as passive workers who followed orders given by supervisors and managers. It was their labor, not their brains that was wanted. With total quality, employees are empowered to think and make recommendations for continual improvement. They are also shown the control boundaries within which they must work and are given freedom to make decisions within those boundaries.

major difference how quality is defined, how quality is measured, how quality is achieved, quality as afunction, attitude towards defects and responsibility for quality.

major differences between the traditional view of quality and the total quality perspective:

Productivity vs quality, high quality is defined, high quality is measured, high quality is achieved and attitude towards defects.

Question 4: How does Juran's Philosophy fit wall into existing management.

Question 5: How quantity is defined by the five leaders in quantity revolution.

Question 6: Implications of psycology.

Question 7: Juran 3 basic steps.

Question 8: "Juran defines quality as itness for use". Comment on this statement.

Question 9: List down the principles of total quality. Explain continuous improvement and learning principle.

Question 10: Mutually beneficial supplier's relationship and process approach benefits.

Question 11: Preventive cost. Explain with example.

Question 12: Pupose of european award and demings award are for?