

Total Quality Management Exam Questions And Answers

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Chapter 6: Multiple choice questions - Oxford University Press

TQM stands for Total Quality Management. Started in 1920 's using statistical methods in the manufacturing sector, TQM find its fruition in Japan when American management experts such as Deming, Juran, and Feigenbaum further developed said methods and applied them not only to products but also to all aspects of the organization dealing with production and service.

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Question 7. Which of the following are key components of a Total Quality Management system? a) Individual responsibility, incremental improvement, use of raw data. b) Collective responsibility, continual improvement, use of raw data. c) Group responsibility, staged improvement, knowledge. d) Involves everyone, continual improvement, use of data and knowledge.

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A technique used to test certain types of electronic equipment; The difference between grade and quality; The measurement of customer satisfaction; 86. Quality management is defined as the process of ensuring that a project meets the ____ of the project's clients, participants, and shareholders.

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a) Briefly explain any ten benefits Matumo Ltd company will enjoy by embracing Total Quality Management [10 Marks] b) Which areas must Matumo Ltd Company emphasize on during the implementations phase? Explain [10 Marks] c) After Matumo limited embraces TQM it will produce quality products. Define quality and explain

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TQM demands structured improvement programmes in all these areas of business administration, customer services, product quality and so on. The main aim of continuous process improvement is to improve the levels of customer satisfaction and reducing the cost of attaining this.

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Precision relates to consistency of measurement.

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