

MGT510 - Total Quality Management Finalterm Solved Subjective Paper July-2013

Why Statistical Process Control is carried out. Also describe the two methods for the improvement of yield of a process (i.e., taking it to a higher sigma value). (Marks=2+1)

Solution:

Statistical process control is carried out to record, identify and control any nonconformance of the product or service to the customer. Statistical process control tools help to record and control by identifying the level of non conformance. These tools help us to see the acceptable level of customer requirements and the actual output of the process.

Statistical process control tools only identify the non conformance. The improvement in the process is done by taking the corrective actions. After identifying that the output of a system is non conforming, specific corrective action are taken to adjust the process, then the new records will identify that either the process is under control or not. In this way the yield of a process can be enhanced.

Define a "team". Enlist some of the qualities an individual must possess as a team member. (Marks=1+2)

Solution:

Team is a collection of 5 to 7 individuals having interdependent and inter related responsibilities and are combined to perform a specific task.

Individual must have;

Shared values

Good communication skills

Desire for ultimate success

Team work spirit

Understanding of synergies produced in team work

Self confidence

Self motivation

Ability to follow as well as lead

What are the responsibilities of the owner of a critical success factor?

Solution:

The owner of critical success factor is responsible to make the success of the factor in the best way possible with in the specific time and in the minimum cost.

The owner of a critical success factor is responsible to understand the importance of overall system and its relation to the success factor he owns.

He must be aware of the importance of inter-relationship among the organizational activities and the reliance of one activity on others.

He must be responsible to be committed and ensure the commitment of individual working with him, towards the over all success of the organization.

Justify the statement, "All strategic decisions made by a company are customer-driven"?

Solution:

The statement can be justified by understanding the step which an organization takes while designing the steps that it decides to take for doing the business.

First of all each business do the market research to identify the feasibility of the business and to know the potential customer, then do research on the needs and wants of the customers, their likes dislikes, norms values profession all the relevant factors are studied, then strategic decision are taken.

So we can say that in today's world none of the business can survive by ignoring the customer preferences. The customer is treated as the king of over all organizational process. Customer focused organization made each and every decision by keeping their customers in mind, because they think that what ever they do is just to satisfy their customers.

So in conclusion we can say that it is not the top management which drives the organizations, actually top managers identify the customer requirements and expectations and then drive the organization according to those requirements so that customer can be satisfied.

TQM is an organization-wide effort. How would you illustrate the role of middle management as far as the implementation of a Quality strategy is concerned?

Solution:

The TQM is an organization wide approach in which each and every member of the organization is supposed to understand the importance and benefits of the quality of process and products. The role of middle management in this regard is just like a bridge in the organization's conceptual and technical staff. The top management because of their long vision and high conceptual skills formulate the overall mission and goals of the organization. These quality goals are translated in to short term objectives by middle management and then communicated to the operational level. The middle managers have both the technical and conceptual skills with good communication skills, due to which they are able to understand and communicate at both levels. In this way they act like a bridge. They report the operational performance in term of goals achievement to the top management and also translate the top management goals in specific short term goals to the operational level and encourage their commitment for quality behavior and reveal the importance and benefits of the quality in the language they can understand. In this way the commitment is ensured from top to bottom.

What can be the possible sources of variation in production process? Give any five examples.

Source of variation can be attributed to two types of causes.

Common causes

Special causes

Common causes of variation:

These are the causes which are inherent in the system and the variations produced by these causes remain within the acceptable level of customer requirements. These causes are not assignable to any specific event.

Example:

All the eggs in the poultry farm lay one egg rotten in a week

The delivery of pizza house is always 5 minutes late.

The reading of a machine varies with a limit because of voltage fluctuations.

The air pressure varies during experiment in open area.

Special cause of variation:

These are the causes which are not inherent in the system and the variation produced by these causes crosses the acceptable level of customer's requirements. These causes can be assigned to an identifiable factor or source of the cause.

Example:

Only one egg laying rotten eggs

The delivery of a pizza is late for the first time.

The scientist is not taking the reading from proper angle and the reading crosses acceptable limits.

The instrument having a fault during the experiment due to which the figure arises in unexpected.

Being CEO of ABC Company, what are some of the pre-requisites you should ensure for successful empowerment in your company?

Solution:

Before empowering employee following things must be ensured.

The understanding of overall system.

The mental capability of employee

The sense of responsibility the employee has.

The level of trust the employee has on himself.

The level of confidence and commitment.

The level of confidence and commitment.

The ethical behavior of the employee.

the commitment of employee for the success of organization.

The provision of necessary training regarding the authority provided to the employee.

What is the significance of quality to gain competitive advantage?

Solution:

Quality is one of the strong and appealing factors which help the organization to gain the competitive edge over the competitor. The highest the level of quality the greater will be the customer satisfaction, which will ultimately result in customer loyalty and higher market share. In this ways the business will excel and the organization will prosper. The organization try to improve quality and work for quality standards certification, because it provide wide customer acceptance and open gates of global market for the organization.

So we can say that the significance of quality is like the most desirable feature of the organization because in this competitive era, the success is inherent in quality not in the quantity.