

- a. PDSA Cycle
- b. Quality system
- c. SPC
- d. FMEA
- e. QFD
- f. Eight basic elements of TQM
- g. Six sigma
- h. Kaizen
- i. Check sheet
- j. ISO

### SECTION-B

2. What is TQM? Give its exact definition by word along with its origin.
3. What are the ISO 9000 Standards?
4. Explain how TQM is different from the traditional notions of quality. Also, explain the differences between traditional organizations and those that have implemented TQM.
5. Describe the four dimensions of quality. Which do you think is most important?
6. What is the Malcolm Baldrige National Quality Award? Why is this award important and what companies have received it in the past?

### SECTION-C

7. Explain :
  - a. Obstacles to TQM
  - b. Quality Circle
8. Who are the seven “*gurus*” of quality? Name at least one contribution made by at least three of them.
9. Define quality in detail for the following products : a mobile, Laptop, Professional institute and hair oil.