

Unit 11 - Week 10

Course outline

How does an NPTEL online course work?

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Week 2

Week 3

Week 4

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Week 8

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Week 10

• Concept of Quality

• Total Quality Management (TQM)

○ Total Productive Maintenance

• Statistical Quality Control (SQC)

○ Six Sigma

○ Quiz : Assignment 10

○ Solution For Assignment 10

Week 11

Week 12

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WEEKLY FEEDBACK

Assignment 10

The due date for submitting this assignment has passed.
As per our records you have not submitted this assignment.

Due on 2020-04-08, 23:59 IST.

1) A set of activities for restoring equipment to its optimal condition and changing the work environment to maintain those conditions through daily maintenance activities is called _____ **1 point**

- Total Quality Management
 Total Productive Maintenance

No, the answer is incorrect.
Score: 0

Accepted Answers:
Total Productive Maintenance

2) Control charts based on things we can measure such as length, diameter are called control charts by _____ whereas charts based on things we can count such as number of defects per item are called control charts by _____ **1 point**

- Constants, variables
 Variables, attributes
 Attributes, constants
 Variables, constants

No, the answer is incorrect.
Score: 0

Accepted Answers:
Variables, attributes

3) In the case study of Mumbai Dabba wallas, they make ___ error in every 16 million transactions and make ___ mistake in 2 months **1 point**

- 1, 2
 2, 1
 2, 2
 1, 1

No, the answer is incorrect.
Score: 0

Accepted Answers:
1, 1

4) Match the following; **1 point**

1 Edward Deming A Quality is what the customer says, it is
2 Philip Crosby B Quality is conformance to requirements
3 Feigenbaum C Quality is conformance to specifications

- 1-A, 2-C, 3-B
 1-C, 2-B, 3-A
 1-B, 2-A, 3-C
 1-C, 2-A, 3-B

No, the answer is incorrect.
Score: 0

Accepted Answers:
1-C, 2-B, 3-A

5) Total Quality Management (TQM) focuses on both, employee and customer. **1 point**

- True
 False

No, the answer is incorrect.
Score: 0

Accepted Answers:
True

6) The major aspects of quality are; **1 point**

1 Quality of conformance
2 Quality of performance
3 Quality of design

- 1 and 2
 1, 2 and 3
 1 and 3
 2 and 3

No, the answer is incorrect.
Score: 0

Accepted Answers:
1, 2 and 3

7) The dimension (s) of a service quality is (are); **1 point**

- Features
 Durability
 Performance
 All of these

No, the answer is incorrect.
Score: 0

Accepted Answers:
All of these

8) Internal benefit (s) of quality is (are); **1 point**

- Reduces cost
 Increased customer retention
 Increased profit
 All of these

No, the answer is incorrect.
Score: 0

Accepted Answers:
All of these

9) The basic tenets of Total Quality Management are; **1 point**

1 Quality goals are a moving target, thereby requiring a commitment toward continuous improvement.
2 Preventing variability is the key to producing high quality
3 The customer makes the ultimate determination of quality

- 1, 2 and 3
 1 and 2
 1 and 3
 2 and 3

No, the answer is incorrect.
Score: 0

Accepted Answers:
1, 2 and 3

10) Which of the following are among the 6 C's of Total Quality Management? **1 point**

1 Control
2 Cooperation
3 Customer focus

- 1 and 2
 2 and 3
 1, 2 and 3
 1 and 3

No, the answer is incorrect.
Score: 0

Accepted Answers:
1, 2 and 3