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COIMBATORE, 641 035, TAMIL NADU



DEPARTMENT OF AEROSPACE ENGINEERING

19MEE304 Total Quality Management

Unit -2

Two Mark Question and Answers

1. What is the role of leadership in quality management?

Leadership provides vision, sets quality goals, and ensures employee commitment to quality improvement.

2. What is strategic quality planning?

Strategic quality planning aligns quality initiatives with organizational goals to enhance customer satisfaction and business performance.

3. What is employee involvement in TQM?

Employee involvement refers to actively engaging employees in decision-making, quality improvement, and problem-solving.

4. Mention two industry practices that enhance employee engagement.

- *Suggestion schemes*
- *Employee training and development programs*

5. What is employee empowerment?

Empowerment is giving employees authority and responsibility to make decisions and solve problems independently.

6. How does motivation affect quality management?

Motivated employees are more committed, productive, and quality-conscious, leading to better performance.

7. Differentiate between a group and a team.

- *Group: Individuals working together but with independent tasks.*
- *Team: Individuals collaborating toward a common goal with shared responsibilities.*

8. What are the key characteristics of an effective team?

- *Clear goals and roles*
- *Strong communication and collaboration*

9. What is a quality circle?

A quality circle is a group of employees who voluntarily meet to identify and solve workplace problems.

10. Mention two benefits of quality circles.

- *Improves problem-solving skills*
- *Enhances teamwork and job satisfaction*

11. Why is recognition important in TQM?

Recognition motivates employees to maintain high-quality standards and fosters a culture of continuous improvement.

12. Give two examples of employee reward systems in industries.

- *Monetary incentives (bonuses, salary hikes)*
- *Non-monetary rewards (certificates, appreciation events)*

13. What is performance appraisal?

Performance appraisal is a systematic evaluation of employee performance to improve efficiency and productivity.

14. Mention two common performance appraisal methods.

- *360-degree feedback*
- *Management by Objectives (MBO)*

15. What is continuous process improvement?

It is an ongoing effort to enhance processes, products, and services for better efficiency and quality.

16. Mention two methodologies for continuous process improvement.

- *PDCA (Plan-Do-Check-Act) cycle*
- *Six Sigma*

17. What is the 5S methodology?

5S is a workplace organization system that includes Sort, Set in Order, Shine, Standardize, and Sustain.

18. Give an industrial example of 5S implementation.

Toyota uses 5S to maintain an organized and efficient production floor, reducing waste and improving workflow.

19. What is Kaizen?

Kaizen is a Japanese concept of continuous improvement through small, incremental changes.

20. Give an example of Kaizen in industry.

Honda applies Kaizen by encouraging employees to suggest small daily improvements in production processes.

21. What is supplier partnership in TQM?

Supplier partnership is a long-term relationship between a company and its suppliers to ensure quality and reliability.

22. Mention two benefits of supplier partnering.

- *Improved product quality*
- *Reduced costs and lead time*

23. What is supplier selection?

Supplier selection is the process of evaluating and choosing suppliers based on quality, cost, and reliability.

24. Mention two key criteria for supplier selection.

- *Product quality*
- *Delivery reliability*

25. What is supplier rating?

Supplier rating is a system to assess supplier performance based on quality, cost, and delivery metrics.