

What is Quality Management?

Worksheet

Quality management uses methods like Total Quality Management (TQM), ISO standards, and the PDCA cycle to prevent defects, reduce waste, and continuously improve. It's a culture where every employee takes responsibility for quality.

Questions

1. The PDCA cycle was developed by which quality pioneer?

- A) Joseph Juran
- B) Philip Crosby
- C) W. Edwards Deming
- D) Kaoru Ishikawa

2. In the PDCA cycle, which step involves testing a change on a small scale before full rollout?

- A) Plan
- B) Do
- C) Check
- D) Act

3. What does ISO 9001 certification ensure?

- A) The product is defect-free
- B) Processes are documented and consistent
- C) Lowest cost production
- D) Highest profit margins

4. What is the key principle of TQM?

- A) Only the quality department is responsible
- B) Customers don't need to be involved
- C) Continuous improvement by all employees
- D) Quality is expensive and reduces profit

5. A software company notices that 8% of released code has bugs. Using the PDCA cycle, how do they improve quality?

6. A restaurant wants to reduce food complaints from 5% of orders to <1%. What quality management steps are needed?

7. A manufacturing plant seeks ISO 9001 certification. What does this involve?

8. Define: What is quality management?

9. Define: What is TQM (Total Quality Management)?

10. Define: What is the PDCA cycle?

Answer Key

1. C) W. Edwards Deming - The PDCA (Plan-Do-Check-Act) cycle is also called the Deming Cycle, named after W. Edwards Deming.
2. B) Do - 'Do' is where you implement the plan on a small scale, collect data, and observe results before full deployment.
3. B) Processes are documented and consistent - ISO 9001 certifies that an organization has a quality management system with documented, standardized processes.
4. C) Continuous improvement by all employees - TQM is based on the principle that every employee in every department is responsible for quality and continuous improvement.
5. Plan: implement mandatory code review + automated testing Do: pilot with one team for 2 weeks Check: measure bug % drop (target 3%) Act: if successful, roll out company-wide; if not, adjust process
6. Plan: standardize recipes, train staff, set cleanliness standards Do: implement new procedures, track complaints daily Check: analyze complaint types (undercooked? wrong dish? cold?) Act: refine processes (more cooking time? kitchen layout? retraining?)
7. Plan: document all processes, define quality objectives Do: train staff on procedures, audit internal compliance Check: external auditor reviews systems Act: achieve certification, maintain through annual surveillance audits
8. The systematic approach to ensuring products/services consistently meet customer expectations and organizational standards.
9. A management philosophy where all employees across all departments are committed to continuous quality improvement.
10. Plan-Do-Check-Act: a continuous improvement model that repeats to refine processes and solve problems.

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