

Control chart →

Inspection →

Primary concern — Detection

View of quality — A problem to be solved

Emphasis — Product of uniformity

Methods — Gauging and measurement

Role of quality

Responsibilities — Inspect, sorting, correcting and grading

Whose responsibility — The inspection department

Orientation and

approach — Inspection

Quality control →

Quality Assurance —

Total quality management —

Q No 1 → What is the quality of good manager?

Ans :- TQM an enhancement to the traditional way of doing business. This is a combination of three words.

Total → Made up of the whole.

Quality → Degree of excellence a product or service provides.

Management → Act, art, or manner of handling, controlling, directing.

② It has been realized that inspection alone can not build quality into a product of the unless quality has been design.

③ Total quality management deals with the product in its totality.

