

Q.4/B

Quality - "Quality is a conformance to requirement"  
"Quality is a conformance to satisfaction".

It conveys different meaning to different people when referring to a product. It generally signifies the degree of its excellence.

Quality Management - It is an a concept of quality management is not new. It is taken from the stone age.

- Manufacturing by comparing it with his metal picture of good tool.

- This situation changed with time & there is a specialization in each field, to meet the changing requirement of society.

① Craftmanship.

② Supervisor Control.

③ Inspection

④ Statistical Quality Control.

TQM. Total Quality Management  
Total - made up of the whole.

Quality - Degree of excellence a product.

Management - Manner of handling, controlling.

TQM is guiding principle that represent the foundation of a continuously improving organization.

TQM deals with the product in its totality.

It has been realized that inspection alone can not build quality into a product & should continue