

## SECTION – 4

### QUESTION-1.

### ANSWER:-

#### Design Choice:-

A design choice is a possible solution to a problem. Given a design task and a governing set of criteria (design specifications), several conceptual designs may be drafted. Each of these preliminary concepts is a potential design choice. Many never advance beyond the preliminary phase; those that are developed to the point at which they could be applied become the pool from which the final selection is made. This process stems from the principle that there is usually no uniquely right way of accomplishing any task. The final selection is often made on a financial basis; i.e., the least expensive design is chosen in a bid process.

#### Formulate Quality Goals:-

Quality goals are targets for the improvement of quality. These are typically developed as part of quality assurance strategy or goal setting for performance management.

#### Influencing Organizational Culture

The culture of the organization plays a key role in quality management systems: if a commitment to quality does not come from the top, then why should employees care about raising standards? You can generally recognize a quality-based company by the following aspects of its culture:

People are receptive to changes

People willing to listen, understand, and get involved in process improvement

Perseverance is rewarded, as it may be some months or years before the results of a QM initiative appear)

When there are problems with quality, employees are ready to take responsibility for possible mistakes and focus on avoiding them in the future.

#### Focusing on Training Needs

Quality management systems detail the skills, training and qualifications that are prerequisites for carrying out specific tasks. When problems arise despite the skill of employees, additional training may be required. When employees don't achieve the company's quality goals, the test results often indicate the sources of problems and the kind

of training that will improve performance. If a company can measure the quality of its products and cultivate a quality-centered culture, employees are motivated to take the appropriate training so they can achieve the company's quality goals and objectives.