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A core definition of total quality management (TQM) describes a management approach to long-term success through customer satisfaction. In a TQM effort, all members of an organization participate in improving processes, products, services, and the culture in which they work.

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Quality Management. Practice for BBA or MBA exams using these MCQ. Page 2.

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Total Quality Management (TQM) is a concept created by W. Edwards Deming. It was originally introduced in Japan after World War II to assist the Japanese in rebuilding their economy. The main focus of TQM was and is continuous quality improvement in the areas of product or service, employer-employee relations and consumer-business relations.

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Total Quality Management (TQM)
Suggested Questions With Answers

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Total quality management (TQM) A. is a philosophy of managing a set of business practices that emphasizes continuous improvement in all phases of operations, 100% accuracy in performing tasks, involvement and empowerment of employees at all levels, team-based work design, benchmarking, and total customer satisfaction.

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Total Quality management is defined as a continuous effort by the management as well as employees of a particular organization to ensure long term customer loyalty and customer satisfaction. Remember, one happy and satisfied customer brings ten new customers along with him whereas one disappointed individual will spread bad word of mouth and spoil several of your existing as well as potential ...

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This set of Engineering Metrology Multiple Choice Questions & Answers (MCQs) focuses on "Principles of TQM".

1. What is the full form of TQM? a) True quality machining b) Total quality management c) True quantitative machining d) Total queue management

View Answer. Answer: b Explanation: Total quality management is a process that promotes ...

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~~Total Quality Management Multiple Choice Questions And Answers~~

Total quality management emphasizes:

- A) the responsibility of the quality control staff to identify and solve all quality-related problems.
- B) a commitment to quality that goes beyond internal company issues to suppliers and customers.
- C) a system where strong managers are the only decision makers.
- D) a process where mostly statisticians get ...

~~TQM Principles—Engineering Metrology Questions and ...~~

Total quality management (TQM) is an ongoing process of detecting and reducing or eliminating errors. It is used to streamline supply chain management, improve customer service, and ensure that ...

~~Total Quality Management—Meaning and Important Concepts~~

Total Quality Management - Mechanical

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Engineering (MCQ) questions and answers. Home >> Category >> Mechanical Engineering (MCQ) questions and answers >> Total Quality Management; 1) What is the aim of fool proofing technique used for total quality management? a. to achieve zero defects b. to specify time schedules c. to specify targets

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