**DBB1204 Quality Management**

**Assignment Set – 1**

1. Discuss Philip Crosby’s Four Absolutes of Quality with suitable example.

2. Who is customer? Discuss the different types of customers with suitable example.

3. What is cost of quality? Why is it important to measure? List common costs of poor quality.

**Assignment Set – 2**

4. What is meant by Benchmarking? What are the different types of Benchmarking?

5. Write short notes on the following concepts:

a) Recognition and rewards

b) Suggestion systems

6. Discuss about Rajiv Gandhi National Quality Award in detail.

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