**DOMS402 Total Quality Management**

**Assignment Set – 1**

1. Describe meaning of data quality. Explain various data quality standards.

2. Discuss the meaning of six Sigma. Establish a relationship between quality with productivity, costs, cycle time and value.

3. Explain the concept of quality improvement and elaborate the key elements of strategic quality management given by Tummala & Tang.

**Assignment Set – 2**

4. Elaborate various types of reliability. Discuss secondary data collection methods.

5. What is the significance of quality control. Describe various quality control tools.

6. Discuss Perceived Quality Model proposed by Christian Gronroos and Explain different stages of TQM.

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