**Total Quality Management**

**NMIMS Solved Assignments for December 2024**

**Q1. Automobile manufacturers like Suzuki or Hyundai, have a strategic alliance with their suppliers. What do you think are the many expectations from such relationship? Discuss with examples.**

**Answer:**

**Introduction:**

In the automobile industry, manufacturers like Suzuki and Hyundai often form strategic alliances with their suppliers to ensure a steady and reliable flow of components critical to their production processes. These alliances are crucial as they help streamline operations, reduce costs, and improve product quality. Suppliers and manufacturers aim to align their goals, expectations, and processes to create a more efficient supply chain. Expectations from such relationships include long-term stability, cost savings, innovation, flexibility in production, and mutual trust. For example, Suzuki’s partnership with suppliers like Maruti Suzuki aims to provide cost-effective and high-quality components while maintaining a consistent supply to meet production needs. Similarly, Hyundai's collaboration with suppliers often focuses on technological innovation and joint development of advanced automotive features, such as electric vehicle batteries.

**This is partially solved sample answer**

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**Q2. Lucas TVS, Chennai, have a Quality Circle under the name “Honey Bee Quality Circle”. Similarly, many other Indian organizations have successfully implemented the concept of Quality Circle. What are the objectives of these organization for Quality Circle and what do you think are the factors for its success?**

**Answer:**

**Introduction:**

Quality Circles (QCs) are small groups of employees from various departments in an organization who voluntarily meet to identify, analyze, and solve work-related issues to improve quality and efficiency. In India, many organizations, including Lucas TVS in Chennai with its "Honey Bee Quality Circle," have successfully implemented this concept to enhance productivity and foster a culture of continuous improvement. The objectives of Quality Circles in these organizations include improving product quality, enhancing employee involvement, fostering teamwork, reducing wastage, and solving operational problems efficiently. The success of Quality Circles depends on several factors, such as management support, employee commitment, adequate training, open communication, and a culture of trust and recognition. The collaborative approach in solving problems leads to innovation, enhanced performance, and a sense of ownership among employees.

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**Q3. The Head of a manufacturing unit want to implement control chart in one of the injection molding shops. Hourly random 500 units are inspected for defects and the average defectives are 3.5%.**

**a. What type of control chart should he use and what will be its control limits?**

**Answer:**

**Introduction:**

The Head of a manufacturing unit wants to implement a control chart to monitor defects in the injection molding shop. Every hour, 500 randomly selected units are inspected for defects, with an observed average defect rate of 3.5%. The goal is to identify and maintain the quality of the production process by using a statistical method to track and control the variation in defect rates. This approach helps in detecting any deviation from the expected performance, ensuring consistent quality and preventing defects from reaching customers. The appropriate control chart and its limits need to be determined for this scenario.

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**b. What are the other types of control chart used in monitoring a process?**

**Answer:**

**Introduction:**

In this scenario, the Head of a manufacturing unit seeks to implement a control chart to monitor defects in an injection molding shop. With 500 units inspected hourly, the average defect rate is 3.5%. Control charts are essential tools in quality control that track process behavior over time. They help in detecting variations and maintaining consistent quality. This question explores other types of control charts that can be used to monitor different aspects of a process, such as attributes or variables, ensuring overall process stability and improving decision-making for continuous improvement.

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