

Question Bank

FT-405H BUSINESS PROCESS TRANSFORMATION & TQM

Unit 1: Innovation and Team Building

1. Explain the concept of Kaizen? How is it different from innovation?
2. Critically analyze the rationale of Quality Circles in present context.
3. Explain Structural organization for Quality circles.
4. Define kaizen. What activities are carried out under a kaizen quality improvement programme?
5. Differentiate between Kaizen and innovation? Explain the concept of kaizen plus innovation using examples from Indian situations.
6. Explain 3 MU's checklist of Kaizen Activities.
7. How does Kaizen help in improving labour-management relations? Explain.
8. "Kaizen practice involves: management oriented Kaizen, group oriented Kaizen, and individual oriented Kaizen"? How do you differentiate among three types of kaizen?
9. What is a quality circle? Discuss the evolution of and growth of quality circles in Japan and India.
10. Discuss the organization structure of QC's in India? Highlight the roles and functions of various functionaries in QCs.
11. What do you understand by Learning Organization? Explain the characteristics of learning organization.
12. What do you mean by team? Explain the process of Team Building in detail.
13. How do you evaluate the performance of teams?
14. Explain resistance to team building with reasons.
15. Define Learning. How will you a learning culture in an organization?

Unit 2: Total Quality Management:

1. "TQM is a total system approach and is an integral part of corporate strategy. It works horizontally across functions and departments involving all employees from top to bottom." Explain and elucidate the ramifications of the statement.

2. What are roles and responsibilities of top management of an organisation in developing and implementing TQM concepts in an organisation?
3. Write a note on Demings Prize Criteria.
4. Discuss the History and Philosophy of TQM in detail.
5. What do you understand by total quality and total quality management? Discuss it.
6. What are the major elements and priority areas of TQM? What steps are essential while implementing TQM in an organization?
7. Differentiate TQM and ISO 9000 quality system standards.
8. What are the principles and barriers in TQM implementation? How can you remove these barriers?
9. Describe the organization structure for TQM implementation.
10. Critically examine Malcolm Baldrige Award criteria.
11. What the National quality Award in India is called? How is it awarded and by whom? Explain its criteria for assessment.
12. What is the Demings Prize? What are the criteria for awarding it? How the companies evaluated for this award? How many such awards are given each year?
13. What are the general requirements in a quality award process? Examine one of the quality awards critically and identify the factors contributing towards performance excellence in an organisation.
14. What are the general requirements on the quality award process? List the key features of any one of the quality awards (National or international).
15. Briefly discuss the core elements of an Environment Management System (EMS). How would you develop an EMS for an organisation?
16. List the various awards given for quality world over and in India. What is the relevance of these awards for TQM Implementation?

Unit 3: Quality System Standards:

1. What is ISO 14000? What are various other standards in this family of standards?
2. What are the principal concepts of ISO 9000 QMS? How does the implementation of the system encourage transparency and accountability?
3. What are the core elements of an EMS? How could you develop an EMS based on ISO 14001?

4. How does implement of ISO 9000 QMS encourage transparency and accountability?
5. Describe the type of documentation required for implementing ISO 9000 in an organisation and seeking registration.
6. What are the responsibilities of management under the requirement of ISO 9000?
7. What are the core elements of Environmental Management Systems?
8. What do you understand by Environmental Management Systems? What are the different management activities which are covered under EMS?
9. "ISO 9000 is the most comprehensive system with maximum (twenty) clauses" Explain these clauses that make up the system requirement for ISO 9000.
10. What are the benefits and pitfalls of ISO 9000 standards? How do you make a case in favour of these standards for the Indian organizations?
11. Explain Environmental Management Systems- ISO 14000
12. What do you understand by six sigma? Discuss the six sigma implementation process.
13. Explain DMAIC Cycle in relation to six sigma.
14. Discuss the methodology of implementation of six sigma in an organization.
15. Explain the concept of six-sigma by taking an example of Indian Industries.

Unit 4: Problem Solving Tools and Business Process Reengineering:

1. What is a problem? How do you proceed to a problem solving through a systematic process? Explain various problem solving steps.
2. Discuss the various types of problems.
3. What are the various types of problem solving tools used for solving quality improvement problems in an organization worldwide?
4. What are the 7 management tools for quality improvement and control? Describe.
5. Define Problem. Explain the process of problem solving in brief.
6. What are the 7 basic QC tools? Give Indian examples.
7. Describe the application of seven basic QC tools in the various steps of problem solving methodology.

8. Write Short Note on:
 - (a) Pareto Chart
 - (b) Ishikawa Diagram
 - (c) Control Charts.
 - (d) Stratification
 - (e) Checksheet

Unit 5: Business Process Reengineering

1. What do you understand by Business Process Reengineering? Explain the concept by taking an example of Indian Companies.
2. Discuss the concept of BPR? Compare and contrasts the definition of BPR given by various experts.
3. What are the benefits and pitfalls of BPR? Explain these giving examples.
4. What are the steps for implementing BPR in an organization?
5. How can a company determine which processes are needed to be re-engineered?
6. Differentiate between TQM and BPR.
7. What are the myths of BPR? Explain with suitable examples.
8. Explain HR interventions in BPR?
9. Discuss how BPR is useful in an organization.
10. Explain the Methodology and Implementation process of BPR with example

Unit 6: Turnaround Management:

1. What do you mean by turnaround? Also discuss turnaround management in detail.
2. Explain in detail various types of turnaround management.
3. Explain various strategies of turnaround management used by the organization.
4. Explain Methodology of Turnaround and how it is implemented in any organization?
5. Define Turnaround management? What are the barriers in turnaround management?

6. Explain barriers to turnaround management. What are the methods used by management to minimize such barriers.
7. How the barriers to Turnaround can be minimized?
8. Discuss the stages of turnaround in detail.
9. What are the various turnaround management strategies used by the management? Discuss with examples.
10. Discuss the internal as well as external barriers to turnaround