**Review of the Topic 4:**

Self-Check Questions

1. Define quality. Clarify why quality is important.

2. Explain how improving quality can lead to reduced costs.

3. Give a definition for TQM. Summarise three limitations of TQM.

4. What are the 7 tools of TQM?

5. How does a university control the quality of its output (i.e. its graduates)?

6. What roles do operations managers play in addressing the major aspects of service

quality?

7. What is JIT?

8. What is a lean producer?

9. What is TPS? Its contribution to competitive advantage.

10. What are the three ways in which JIT and quality are related?