

On Business side, we need to ensure that client should be satisfied in terms of quality work and timeline. However, there are many reasons due to which quality may decrease or work is incomplete or not met the deadline.

Some of the reasons are as follows:

- a. Internal process is not effective i.e. the process at which the team is working or following is not up to the mark due to which there are high chances of low outputs.
- b. Most of the times organization doesn't meet customer expectations in terms of design, technology, features etc. because technical team unable to analyze the requirement and sometimes communication gap is also the main reason for it.

So, these are the few reasons due to which customer get unsatisfied. Now, being as a manager, I'll do the following to monitor the activities in that service:

- a) Being "Customer Focus", I'll make sure, all the communications with the client should be effective and fruitful by assigning those people who have good communication skills. Also, I'll keep time to time sessions for technical team for communication skills.
- b) Whatever the timeline for the project will be, I'll make sure, that, the sprints should be completed within the allotted time so as not delay in any task in the entire process.
- c) "Continual improvement" is one of the main principle which we need to consider very important. So, I'll make sure that there should not be any challenge or barrier which we faced in each and every past projects and so for that I'll make sure that we overcome those challenges by implementing new tools and technologies, making working process more effective, changes in working manner time to time, etc.
- d) In IT Services, we need to ensure that customer not only gets satisfied but also we should have long term business relations and for that each and every time we need to give confidence to the client by quality work. So, my approach will be training, motivation, learning, etc. for employees so that their skills also gets enhanced and upgraded for further projects to give better quality work.

4. Discuss the importance of quality to the national interest of any country in the world.

Sol.

Quality is critical to the economic health of any country and is required in order to effectively compete in the global marketplace; therefore, it should be at the top priority and of utmost interest. Without quality products and services, a country could fail economically, which can spread to other national economies. If this happens, business productivity declines and unemployment rates will rise. When business productivity declines, opportunities arise for anti-competitive mergers, which in turn, can cause a negative impact on the wider industry. Family stability and individual health and well-being can be negatively impacted due to the loss of employment for those who depend on their wages or salaries to accommodate their standard of living. In short, the importance of quality for any country effects the whole nation as well as an individual of that particular country.

5. What is a system? Why is systems thinking important to quality management?

Sol.

A system is a set of functions or activities within an organization that work together for the aim of the organization.