

Department of construction Engineering & Management
CEM 515: Project Quality Management, Prof. Abdulaziz Bubshait
Quiz #2

Student Name: _____ **St. No.** _____

As a project manager you hired a quality management consultant to help you in implementing quality management in your organization. The consultant e-mails you 12 commandments of total quality management implementation. However, due to a malfunction in your server you received only the first word of each commandment as shown below. Complete the sentences below to have the STEPS of IMPLEMENTING TQM.

1. Obtain _____
2. Educate _____
3. Create _____
4. Outline _____
5. Prepare _____
6. Focus _____
7. Consider _____
8. Provide _____
9. Establish _____
10. Implement _____
11. Use _____
12. Know _____