

**SEMESTER SPRING 2018**

**TOTAL QUALITY MANAGEMENT (MGT510)**  
**ASSIGNMENT**

**DUE DATE: 08<sup>TH</sup> AUGUST, 2018**

**MARKS: 10**

**TOPIC: “SIPOC DIAGRAM”**

**The case:**

Moodie is a leading fast food cafe in Lahore since 2005. It promises an extraordinary experience of culinary sensation and offers a consistently pleasurable dining experience in an elegant, yet casual atmosphere. Moodie deals with a wide range of products like burgers, steaks, fries, sandwiches, nuggets, shakes, pizza etc. Moodie also offers an outside patio where guests can dine under the sky while enjoying the pleasant evening breeze. With the passage of time, it became a leading choice for people who seek quick and scrumptious meal that the whole family can enjoy. Moodie offers take-away and home delivery services to customers. Overall company market share is good but its pizza range is not a popular choice among customers. Now company's management has decided to re-examine its pizza making process to find out areas for improvement.

**Required Question:**

Being a student of total quality management, you are required to develop SIPOC diagram for Pizza product of Moodie.

(2x5 =10)

**Important:**

24 hours extra / grace period after the due date is usually available to overcome uploading difficulties. This extra time should only be used to meet the emergencies and above mentioned due date should always be treated as final to avoid any inconvenience.

**Deadline:**

- Make sure to upload the solution file before the due date on VULMS.
- Any submission made via email after the due date will not be accepted.

**Formatting guidelines:**

- Use the font style “Times New Roman” or “Arial” and font size “12”.
- It is advised to compose your document in MS-Word format.
- You may also compose your assignment in Open Office format.
- Use black and blue font colors only.

**Referencing Guidelines:**

- Use APA style for referencing and citation. For guidance search “APA reference style” in Google and read various websites containing information for better understanding or visit <http://linguistics.byu.edu/faculty/henrichsen/apa/APA01.html>

**Rules for Marking**

Please note that your assignment will not be graded or graded as Zero (0), if:

- It is submitted after the due date.
- The file you uploaded does not open or is corrupt.
- It is in any format other than MS-Word or Open Office; e.g. Excel, PowerPoint, PDF etc.
- It is cheated or copied from other students, internet, books, journals etc.

**Note related to load shedding: Please be proactive**

Dear Students

As you know that Post Mid-Term semester activities have been started and load shedding problem is also prevailing in our country. Keeping in view the fact, you all are advised to post your activities as

early as possible without waiting for the due date. For your convenience; activity schedule has already been uploaded on VULMS for the current semester, therefore no excuse will be entertained after due date of assignments or GDBs.