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**A STUDY ON QUALITY CIRCLES OF EMPLOYEES IN CHAKKARA
INDUSTRIES**

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A PROJECT REPORT

Submitted by

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Reg. No. 0820400054

In partial fulfilment of the requirements

For the award of the degree

Of

MASTER OF BUSINESS ADMINISTRATION

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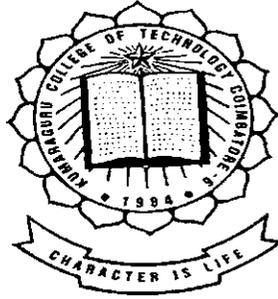
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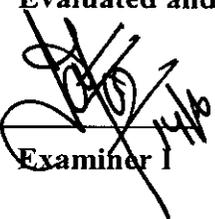
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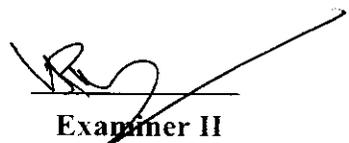
Certified that this project titled “A STUDY ON QUALITY CIRCLES OF EMPLOYEES IN CHAKKARA INDUSTRIES” is the bonafide work of **Mr.B.VIJAY** who carried out this project under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.


PROF S.V.DEVANATHAN
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Examiner I


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TO WHOM SOEVER IT MAY CONCERN

This is to certify that **Mr. B.VIJAY (Reg No: 0820400054)**, Final Year MBA student of KCT Business School, (Group of Kumaraguru College of Technology), Coimbatore has successfully completed the project under the title "**A STUDY ON QUALITY CIRCLE OF THE EMPLOYEES ON PRODUCTION PROCESS IN CHAKKARA INDUSTRIES**" during the period of March 15,2010 to June 9, 2010.

His commitment and dedication shown in completing the project is good.
We wish him success in all his future endeavours.

DECLARATION

I hereby state that the dissertation report entitled “**A STUDY ON QUALITY CIRCLES OF EMPLOYEES IN CHAKKARA INDUSTRIES**” Submitted in partial fulfillment for the award of Master of Business Administration to the Anna University, is a record of independent research work carried out by me under the guidance of **PROF Dr.S.V.DEVANATHAN**, PH.D Director Department of Management Studies, Kumaraguru College Of Technology, Coimbatore. I also declare that this dissertation report is result of my own effort and has not been submitted earlier for the award of any other Degree / Diploma / Associate ship and prize by Anna University or any other university.

Place: Coimbatore

Date: 14.06.2010



B.VIJAY

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EXECUTIVE SUMMARY

In an organization, quality of the products is the valuable tangible asset. For maintaining and improving the quality of the business process a concept called quality circle is implementing in the organization. In the study the effectiveness of the quality circle on the chakkara industries were studied upon. For this study 250 samples were taken and the samples are labors, and production supervisor. Through the sample's awareness about the quality circle it could easily evaluate the effectiveness of the quality circle in chakkara industries.

From this study it concluded that the effectiveness of the quality circle on the organization is gradually improving and the workers also getting knowledge about the quality and they are getting trained regarding that.

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CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Human resources are critical compared to physical assets, service, technologies and markets. Human resource management is concerned with the people who work in the organisation to achieve the objectives of the organisation. It concerns with the acquisition of appropriate human resources, developing their skills and competencies and motivating them for better performance in the organisation to achieve organisation objective

Continuous improvement is a philosophy that encourages all employees in an organisation so that they perform their tasks a little better every day. It starts from the assumption that business processes (e.g. production methods, purchasing, and recruitment) can always be improved. Kaizen is a system for generating and implementing employee ideas .The Kaizen suggestion scheme helped many Japanese companies improve their quality and productivity, which alloThe company d them to offer better products at loThe company r prices and therefore increase their market share.

Quality Circle is achieved through continuous monitoring and improvement, it is a small group of 6 to 12 employees doing similar work who voluntarily meet together on a regular basis to identify improvements in their respective work areas using proven techniques for analysing and solving work related problems coming in the way of achieving and sustaining excellence leading to mutual upliftment of employees as The company ll as the organisation. It is "a way of capturing the creative and innovative poThe company r that lies within the work force.

With the proven importance of the quality circles and its role the upliftment of the employees along with the organisation, the study on QC is very relevant to the present scenario.

1.2 REVIEW OF LITERATURE

Sen-Ji Chen, Frank F. C. Pan, Hsuen C. H. Chen¹ Six-Sigma (SS) is a managerial philosophy used in detecting the error rate of a particular (set) of activities. This research applies six sigma concepts in dealing with troublesome needle-stick events that occurred in a Taiwan hospital. This research integrates several advanced managerial instruments into one framework, grounded in Continuous Quality Improvement and Total Quality Management. This framework combines Six-Sigma and Health Quality Improvement circle practices. The project suggests preparing a needle-recapping stand and appropriate training on its use. When the stand was implemented in a Taiwan hospital the accident rate decrease significantly.

Blair, John D. Ramsing, Kenneth D.²There has been a growing interest by American *production* and manufacturing organizations in the concepts and techniques being used by Japanese managers. In particular, *quality* circles have been found to be valuable in some companies and have thus been seen by many as being the answer to the declining productivity in companies in the United States. However, there is considerable concern by these authors that an indiscriminate acceptance of the *quality circle* concept may result in a series of problems for many organizations attempting its use. Although *quality* circles did not appear in the United States until implemented by Lockheed Missile and Space Company in 1974, their growth has been extremely rapid. It was estimated in 1980 by I.A.Q.C., that the number had grown to over 3,000 circles in U.S. companies. This widespread interest in *quality* circles comes, in part, from the almost deceptively simple concept of organizational intervention with the primary objective to increase productivity and *quality* of the *production/* manufacturing sector through direct employee participation. Within this context, QCs appear to succeed in tapping into several dimensions of organizational behaviour which are potentially related to improve organizational functioning:

¹ Sen-Ji Chen , Frank F. C. Pan, Hsuen C. H. Chen, "Integrating Six-Sigma and Healthcare Quality Improvement Circles in Reducing the Needle Sticking" *Global Journal of Business Research*, Vol. 2, No. 2, pp. 87-95, 2008

²Blair, John D.Ramsing, Kenneth D," *Quality* Circles and *Production/Operations* Management: Concerns and Caveats", *Journal of Operations Management*; Nov83. Vol. 4

individual motivation, group *process*, and managerial decision making. HoThe company ver, a number of questions do exist about the use of *quality* circles in the *production* of goods and services in this nation. Some of these concerns are described under the headings of.' Cultural Considerations; White Collar Effectiveness; Motivational Forces; Effectiveness of *Quality* Circles; Introduction of *Quality* Circles; and *Quality Circle* Longevity. This paper presents some implications and caveats for the use of *quality* circles as a basis for improving *quality* and productivity: 1. A diagnosis of the organization to ensure that an organizational development intervention is appropriate. 2. A realistic expectation of what QCs can do and how quickly. 3. *Quality* circles should not be introduced into organizations under extreme stress. 4. QCs should not be forced into an organization. 5. Program costs must be considered. 6. Management should not expect completely perfect results but that there will be failures and some circles will not have a long life. This article attempts to provide an objective analysis of the *quality circle* concept as a method for improving productivity and *quality*. The concept of *quality* circles is sound with real successes evident. It is necessary for a company attempting to use *quality* circles to have a strong degree of commitment by management to respond to the involvement of their employees.

Goulden, Clive,³ Presents a study that demonstrated that quality circle (QC) is dependent on receptive corporate subcultures and an appropriate supervisory management style. Research design; Corrugator quality circles; Conclusions; Recommendations.

Li-Ping Tang, Thomas, Tollison, Peggy Smith, Whiteside, Harold D,⁴ the motivation to attend quality circle (QC) meetings and the task performance of 47 quality circles over a three-year period The company re examined as a function of quality circle initiation (self- vs. management-initiated) in a field study. Motivation to attend meetings was operationally defined as the number of members per QC (QC size) and the attendance rate at QC meetings. Task performance reflected the number of projects completed and the amount of time required to complete the project. The results of a MANOVA suggested that QC initiation had

³ Goulden, Clive," Supervisory management and quality circle performance" Journal of Management Development; 1995, Vol. 14 Issue 7, p15, 13p, 2 Charts

⁴ Li-Ping Tang, Thomas, Tollison, Peggy Smith, Whiteside, Harold D," The Effect Of Quality Circle Initiation On Motivation To Attend Quality Circle Meetings And On Task

significant impacts on motivation to attend meetings in that self-initiated QCs had more QC members than had management-initiated QCs. Further, management-initiated QCs solved more work-related problems and solved their problems significantly faster than did self-initiated QCs. The effect of QC initiation on the number of projects completed failed to reach significance, however, when QC size was controlled as a covariate. Further, a high attendance rate at QC meetings was associated with a low quantity of projects completed in self-initiated QCs and a slow speed of problem solving in management-initiated QCs. Some implications related to the effectiveness of QCs are discussed.

Bholanath Dutta⁵ Quality becomes the foundation, the base from which new initiatives are spawned in world-class companies. Need for improvement and the energy spearheading will always be needed, so the companies have to find ways to continuing stimulus and excitement of improvement, year after year, and decade after decade. Successful companies are making changes in their business performance and customer-orientation as a result of ever-changing world market places. But many organisations failed to integrate the QC System. The reason, they treated it as another management technique. It is unlikely to stand the test of time. It is not a stand-alone concept but forms one aspect of the way the organisation want to operate it. Therefore there is little point in introducing QC where the rest of the management style is incompatible.

1.3 OBJECTIVE OF THE STUDY

- To identify the importance of quality circle in the company
- To analyze the effect of Quality management in production process.

1.4 STATEMENT OF THE PROBLEM

These experts have better understanding of the market scenario and trends, which helps them to get reliable vendor link-ups for us. In this context the research work is

carried out to assess the working of q.c in the organisation . and this is considered as the research

1.5 SCOPE OF THE STUDY

- The study can help to explore the Quality of the work among the employees.
- It will be helpful to conduct further research in the production process

1.6 METHODOLOGY

a. TYPE OF STUDY

The study is descriptive study. This study leads to improvement of the Quality circle in the organization .

The study describes the phenomenon of the Quality circle and its implication and working in the organisation. It also tries to address a problem that was not clearly defined with the help of informal discussions. Thus the study assumes the characteristics of descriptive study.

b. SAMPLING DESIGN

The target sample for the study is the members of quality circle in chakkara industry. The sample size considered for the analysis was 250 from the population size 600. The data is collected from 250 employees through separate questionnaire

SAMPLING TECHNIQUES

The type of sampling adopted is Random sampling and the respondents were

c. METHOD OF DATA COLLECTION (TOOLS USED)

Data collection is of two types, they are Primary and Secondary data collection.

Primary Data Collection:

Primary Data means first hand information. Primary data are measurement observed and recorded as part of an original study or to conduct first hand investigation. The researcher collected primary data from mills through questioner.

Secondary Data Collection:

Secondary Data these are already available. They refer the data which have already been collected and analyzed by someone else secondary data are associated with the collection of original data.

d. TOOLS OF ANALYSIS

- Percentage method
- Cross tabulation
- Chi-square

1.7 LIMITATIONS

The limitation faced by the researcher while undertaking this study can be listed down as follows:

1. **Geographical:**

The study is Restricted only to the chakkara industries

2. **Temporal:**

The period of current research limited to the period of two months .hence all the data and their temporal context would be limited to the above –mentioned period only.

3. **Procedural:**

The method of data collection by being questionnaire would limit the validity of the data as the responses may be biased.

CHAPTER II

ORGANIZATION PROFILE

2.1 HISTORY OF THE ORGANISATION

The chakkara industries is one of the primordial manufacturer, exporter and supplier of Plastic Bags, Plastic Garbage Bags, Plain/Printed Plastic Bags, Carry Bags, Polythene Bags, Packaging Bags, BOPP Bags and Bio-degradable Films, across India.

Established in 1967, the company is a The company ll-renowned manufacturer and supplier of a wide range of Packaging products to our customer's. Relying on excellent professionals and production experts, the strong research and development force is capable of providing innovative products to customers from across the world so as to better fulfil their specifications by satisfying the changing needs.

It provides incredible and innovative designs in the arena of Plastic Bags products like Plastic Garbage Bags, Plain/Printed Plastic Bags, Carry Bags, Polythene Bags, Packaging Bags, BOPP Bags and Bio-degradable Films. Each of the Bags is carefully crafted and undergoes stringent quality checks from conceptualization till the final stage of production. All this procedure ensures that what our customers get the best products. The company is equipped with dedicated, skilled and qualified workforce which works with efficiency to produce the best quality products. All the products that are manufactured have an inevitable appeal and are absolutely unique in appearance. The quality of the raw materials is ensured to create unique collection of products.

The Product Range gives the customers products that are clean, attractive and provide superb moisture that overcomes the atmosphere barriers. The company offers a broad array of film construction and the packaging solutions can be utilized in a wide range of applications.

needs:

- Plain & Printed Plastic Bags
- Liners for Industrial Use
- Anti Static Bags
- Bio-degradable Bags
- Plastic Garbage Bags
- LD, HM & PP Bags
- Side Seal Flap & Tape Bags
- Knott Printed Bags
- Colored Plastic Bags
- Plastic Packaging Materials
- LD, PP, HM Carry Bags, Shopping Bags
- Plastic Bags
- Gunny Bags
- Flex Printed Shopping Bags
- Zipper Bags
- Plastic Packaging Bags
- BOPP Bags (Biaxially Oriented Polypropylene Bags)
- Plastic Printed Flexible Packaging
- Pouches & Plastic products
- Printed Flexible Packaging
- Tea Bag and Confectionery Bag
- Spice Bag, Food Grain Bag, Auto - tube Bag, Auto Cable Bag
- Lingerie Bag, Washing & Detergent Bag, Hosiery Bag

- Hosiery Packaging Bags, Stationary Packaging Bags
- Presentation Banner, Publicity Banner
- Carry Bags, Plastic Bags, Paper Bags and Liner Bags

Quality Assurance:

The company are reputed for producing bags of highest quality standards using hi-tech and modern machines under a dedicated and highly skilled team. The company use branded packing material that is transparent, tough, non-toxic, chemically inert and impermeable to moisture. It is highly used as a packing material in food packing, textile and other chemical industries. The company are also involved in the production of flexible packaging material with logo or marketing message printed on them.

Applications:

The company offer a wide section of plastic products which are applicable in the packaging of the following various items:

- Auto industries oil seal, control cable
- Hosiery socks, handkerchiefs
- Food packaging
- Confectionery (bread, biscuit, rusk)
- Garments (Shirts)
- Seeds and grains
- Artificial jeThe company lry, aggarbatti, washing powder etc.



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Infrastructural Set-up:

Chakkara industries has a The company ll-equipped manufacturing unit with all the latest facilities. The company endeavours to maintain the quality and uniqueness of our products keep our prices low and deliver it on schedule. The company keep upgrading our technology which is proved by our latest side lock technology that has been adopted to give extra sealing of 4mm x 16mm on edges to strengthen the bag and remove the initial tear off from the edges to retain the product for longer time period.

Our Specialty:

The company is The company ll known for delivering the best products, i.e., premium quality Biaxially Oriented Polypropylene (BOPP) bags and other photo printed poly bags. The company make poly bags from glossy & transparent branded material. In the medley of poly bags our products stand out for their strength and clarity. The company are having a MONOPOLY in Photo printed poly bags & qualities of these bags are up to the mark, which is highly appreciated by end users. So The company give qualitative products and emphasis on customer satisfaction

Incepted in the year 1980 and fully fledged started in 1999, The company at Chakkara Plastics & Packaging Private Limited are engaged in Manufacturing, supplying and exporting a wide range of packaging material. Our entire range includes Laminated Rolls, Laminated Pouches, Printed Shopping Bags, Polythene Bags & Sheet and T-shirt Bags. Apart from these, The company also offer Bopp Bags, Bopp Self Adhesive Tape, Woven Sacks Bags, Garbage Bags and Plastic Packaging Products. These are available in various sizes, shapes, thicknesses and colors for our clients to choose from. Moreover, these packaging material have eye-catching prints embossed on them using Rotogravure printing and lamination Methods, which helps in better brand positioning and visibility to the products of different companies.

The company has proven its worth in this highly competitive sector owing to the efforts and valuable inputs from our professionals. These experts have better understanding of the market scenario and trends, which helps them to get reliable vendor link-ups for us. In addition to this, The company also have some of the qualified quality and packaging experts, who are responsible for ensuring zero-defect products and safe & on-time delivery of the packaging material respectively and food industries apart from our regular trading operation.

Vision:

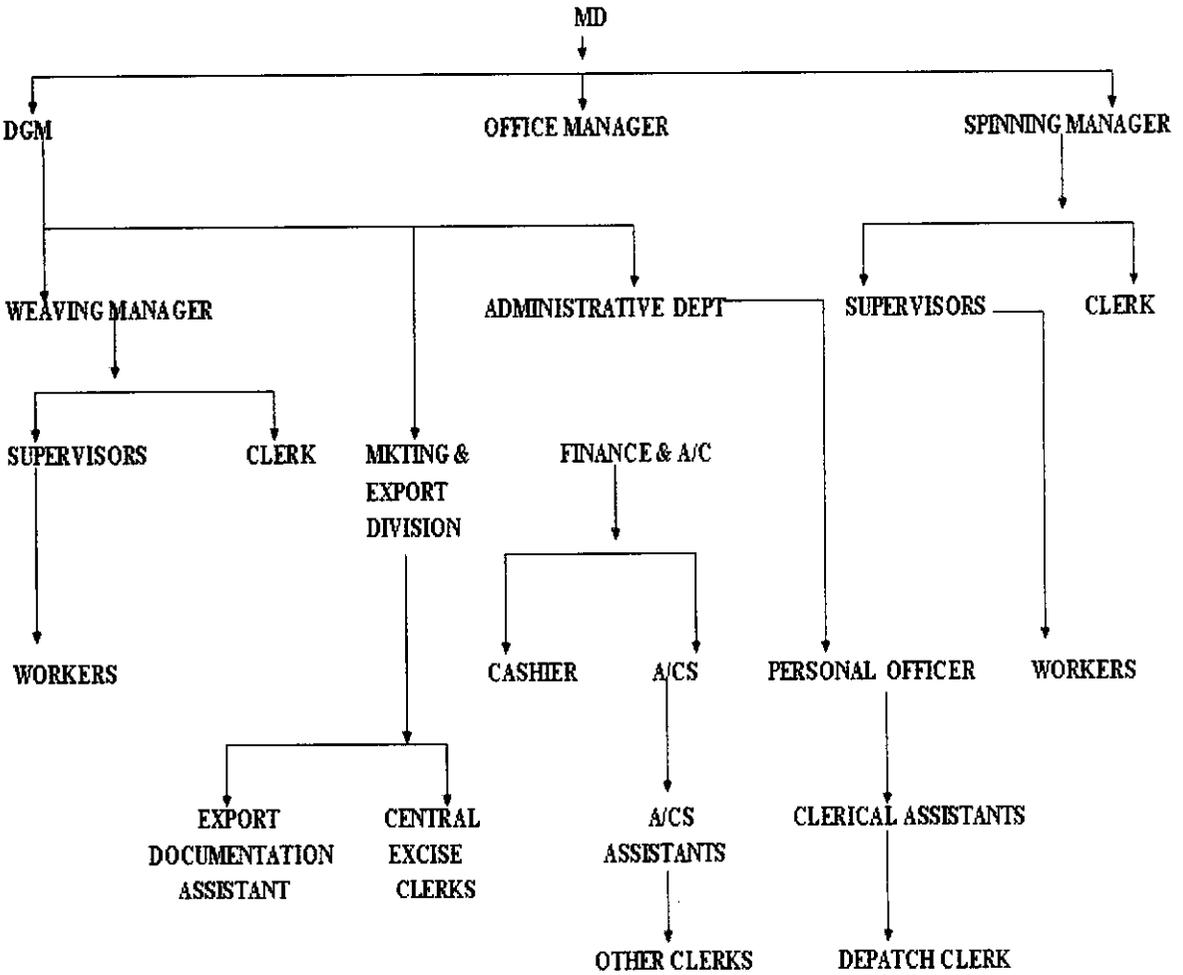
- To satisfy customers with superior quality packaging solution at competitive price
- To update with advanced technology, for giving best available solution

Company Growth:

“Chakkara Plastics and Packaging” The company re established in the year 1984 as a proprietorship firm. With our consistent efforts and business acumen, The company have witnessed a phenomenal growth in the manufacturing, supplying and exporting of a wide range of packaging material. To expand our business, The company add partners to our firm and turned into a partnership firm in 1999.

Owing to our in-depth knowledge of the industry and sharp insight, The company gradually gained a top-notch position in the packaging industry and hence The company registered ourselves as a "private limited company" in 2009. With superior quality packaging solution at competitive price, The company are successfully catering to all the requirements of our clients.

2.2 ORGANIZATION STRUCTURE



2.3 PRODUCTS PROFILE AND MARKET POTENTIAL

The company are one of the leading suppliers and exporters of a wide range of qualitative packaging material, such as Laminated Rolls, Laminated Pouches, Printed Shopping Bags, Polythene Bags & Sheet and T-shirt Bags. Apart from these, The company also offer Bopp Bags, Bopp Self Adhesive Tape, Woven Sacks Bags, Garbage Bags and Plastic Packaging Products. Our entire range of products includes:

Category	Products
Laminated Rolls	Laminated Rolls
Laminated Pouches	Three Side Seal Pouch Center Seal Pouch Side Gussetted Pouch Standup Pouch (With / Without Zipper)
Printed Shopping Bags	Printed Shopping Bags
Polythene Bags & Sheet	Polythene Bags & Sheet
T-shirt Bags	T-shirt Bags
Bopp Bags	Bopp Bags
Bopp Self Adhesive Tape	Bopp Self Adhesive Tape
Woven Sacks Bags	Woven Sacks Bags
Garbage Bags	Garbage Bags
Plastic Packaging Products	Zip Lock Bags/Pouch Slider Pouch Bags on Roll

Our entire range of packaging material is appreciated for numerous features such as:

- Durable
- High tearing strength
- Resistant to puncture
- Water-proof
- Tamper-proof
- Leak-proof
- Capable of withstanding varying temperatures
- Occupy less space
- Easy to handle

2.4 COMPETITIVE STRENGTH OF THE COMPANY

The range of packaging material offered by us is known for numerous features. These are procured from reliable and trustworthy vendors, who are amongst renowned names in their field. Further, there are numerous reasons to choose us, such as:

- Ethical business practices
- Strict quality control method
- Experienced professionals having in-depth knowledge of market
- Trends and customer requirements
- Competitive price
- Prompt delivery

Industries Cater To:

Our range of packaging material is used for effectively packing any type of material. Our clients appreciate these products for the reliable packing solutions they provide. With our range of products, The company cater to the needs of:

- Foods and beverages
- Cosmetics and toiletries
- Agriculture industry
- Chemical industries
- Confectionary industry
- Pharmaceuticals industry
- Electrical industry
- Oils & lubricants
- Garment industry

Retail industry and many more

Vendors Base:

To satisfy our valued clients and to meet the rising expectations of pharmaceuticals industry, electrical industry, oils & lubricants, garment industry, retail industry and many more industries, The company have associated ourselves with rich vendor bases located across the country. These vendor bases are selected meticulously in order to assure that The company get linked up with only the best ones. For this, The company perform certain sequential steps for selecting the appropriate vendors amongst many.

The methodology includes:

- Vendor's market credibility
- Quality standard of their finished product
- Vendors deliver the consignments timely or not
- Past clients served

Only after apt vendors are selected, our business dealings are kick-started with them. The vendors are known to have implemented product specific quality control methodologies of international standard within their operational activities. This helps us assure our clients receive products that are of requisite quality. Moreover, our vendors deliver the stock to us within the committed timeframe, which further enhances our service deliverance capability to cater to the urgent requirements of our esteemed clients.

2.5 DESCRIPTION OF VARIOUS FUNCTIONAL AREAS

The company have employed competitive and professional workforce who with their meticulous efforts have enabled us to remain at par with our competitors. They work in close co-ordination with each other in order to meet the requirement of our clients effectively and within the stipulated time frame.

Our team comprises:

- Procurement agents
- Quality analysts

Our efficient procurement agents survey the market for renowned vendors from where The company plan to procure our range of packaging material. Quality analysts maintain a close watch on the product, inspect the range for desired quality standards, and ensure these are as per industrial standards. The company are The company ll assisted by marketing & sales personnel who search the market for clients' requirements and enable us to strategize our business plans accordingly.

CHAPTER III

DATA ANALYSIS & INTERPRETATION:

3.1 TRAINING

TABLE 3.1

Training

Training	Frequency	Percent
Yes	167	66.5
No	84	33.5
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 66.5% of respondents are satisfied with the training provided in the organisation, whereas 33.5% of the respondents said that they are not satisfied about the training in the organization.

3.2 QUALITY CIRCLE

TABLE 3.2
Quality circle

Qualitycircle	Frequency	Percent
Yes	167	66.5
No	84	33.5
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 66.5% of respondents said yes about importance about quality circle. Where 33.5% of respondent said no about the importance about quality circle.

3.3 SATISFIED

TABLE 3.3
Satisfied

Satisfied	Frequency	Percent
Stage wise	129	51.4
in whole	122	48.6
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 51.2% of respondents believe in stage wise option .Where 48.6% of respondents believe in whole option in the organisation

3.4 PRECAUTION

TABLE 3.4
Precaution

Precaution	Frequency	Percent
ex.good	89	35.5
Good	56	22.3
Satisfactory	79	31.5
ex.bad	27	10.8
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 35.5% of respondents said the precaution in the organization was ex-good in the organisation. For completing their work. 22.3% of respondents said the precaution in the organization was good 31.5% of respondents said the precaution in the organization was satisfactory and 10.8% of people said the precaution in the organization was ex-bad.

3.5 MACHINES

TABLE 3.5
Machines

Machines	Frequency	Percent
Good	98	39.0
Fair	112	44.6
unfair	41	16.3
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 39% of respondents said the condition of machines was good, For completing their work. 44.6% of said the condition of machines was fair.16.3% respondents said the condition of machines was unfair.

3.6 ENCOURAGEMENT

TABLE 3.6
Encouragement

Encouragement	Frequency	Percent
excellent	74	29.5
moderate	43	17.1
satisfactory	103	41.0
poor	31	12.4
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 29.5% of respondents said that the encouragement in the organization was excellent. Where 17.1% of respondents said that the encouragement in the organization was moderate. 41.0% of respondents said that the encouragement in the organization was satisfactory and 12.4% of people said that the encouragement in the organization was poor.

3.7 FUNCTIONS

TABLE 3.7
Functions

Functions	Frequency	Percent
Above the level	116	46.2
Up to the level	73	29.1
Not up to the level	60	23.9
Not at all enough	2	.8
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 46% of respondents said that function in the organization was above the level 29.1% of respondents said that the encouragement in the organization was up to level.23.9 % of respondents said that the encouragement in the organization was not up to level and 0.8% of people said that the encouragement in the not at all enough.

3.8 PAYEES

TABLE 3.8
Payees

Payees	Frequency	Percent
Nicely paid	138	55.0
Enough	75	29.9
Not satisfied	38	15.1
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 55% of respondents said the peoples in the organization was nicely paid, For completing their work 29.9% of respondents said the peoples in the organization was enough.15.1% of respondents said the peoples in the organization The company re not satisfied.

3.9 STANDARDS

TABLE 3.9
Standards

Standards	Frequency	Percent
Very high standard	58	23.1
High standard	101	40.2
Medium standard	84	33.5
Low standard	8	3.2
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 58% of respondents said the standard in the organization was very high standard. Where 40.2% of respondents said the standards in the organization was high standard. 33.5% of respondents said the standards in the organization was medium standard and 3.2% of people said the standards in the organization was low standard

3.10 SERVICE

TABLE 3.10
Service

Service	Frequency	Percent
a. Ex.High	143	57.0
Moderate	108	43.0
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 57% of respondents said that the service in the organization was ex-high where 43% of respondents. Said the standards in the organization was moderate

3.11 ENHANCEMENT

TABLE 3.11
Enhancement

Enhancement	Frequency	Percent
a. Good	162	64.5
Bad	89	35.5
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 64.5% of respondents said that the enhancement in the organization was good. Where 35.5% of respondents said the standards in the organization was bad.

3.12 INTEGRAL PART

TABLE 3.12
Integral part

Integral part	Frequency	Percent
a. Yes	170	67.7
No	81	32.3
Total	251	100.0

INTERPRETATION

From this analysis, it is known that 67.7% of respondents said that the integral part in the organization was good. Where 32.3% of respondents said the standards in the organization was bad.

3.13 RELATIONSHIP BETTHER COMPANY EN GENDER AND QUALITY CIRCLE

TABLE 3.13

RELATIONSHIP BETTHER COMPANY EN GENDER AND QUALITY CIRCLE

Count

		Quality circle		Total
		Yes	no	
Gender	Male	100	44	144
	female	67	40	107
Total		167	84	251

INTERPRETATION

The table says that the 100 male respondents The company re saying the functions about the quality circle in the organization is yes, where 44 male respondents The company re saying no about the quality circle in the organization. The female respondents about 67 are saying yes to the quality circle in the organization. Where 40 respondents The company re saying no about the quality circle in the organization

3.14 COMPARISON OF AGE AND GENERAL OF QUALITY CIRCLE

TABLE 3.14

Comparison of Age and General of Quality Circle

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.285 ^a	1	.257
Continuity Correction ^b	.997	1	.318
Likelihood Ratio	1.281	1	.258
N of Valid Cases ^b	251		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 35.81.

b. Computed only for a 2x2 table

HYPOTHESIS

H0: There is no significant relationship betThe company en the gender and the quality circle

H1: There is significant relationship betThe company en the gender and the quality circle

INTERPRETATION

The above table show that the chi-square value betThe company en the gender and the quality circle of the respondents is 1.285 with the degree of freedom is 1. Asymptote significance is 0.257 since the significance value is less than 0.5.the null hypothesis is accepted and the alternate hypothesis is rejected so the table say that there is significant relationship betThe company en the gender and the quality circle

CHAPTER IV

CONCLUSIONS

4.1 FINDINGS

1. 60% of respondents are compelled to become a member in quality circle from the table 4.1.1.
2. 70% of respondents are very satisfied with present quality circle from the table 4.1.2
3. 70% of respondent are very enthusiastic in quality circle from the table 4.1.3.
4. 70% of respondents are encouraged to contribute their ideas during problem solving from the table 4.1.4.
5. 38% of respondent are improved their personal capability and characteristics a lot from the table 4.1.5
6. 54% of respondents are felt that their training program is conducted regularly from the table 4.1.6
7. 72% of respondents opinion that training program is encouraged to participate from the table 4.1.7.

8. 80% of respondents are preferred that quality circle function is up to the level from the table 4.1.8.
9. 42% of respondents are sometimes felt comfortable with their jobs from the table 4.1.9.
10. 48% of respondents are felt monotonous as a reason for uncomfortable from the table 4.1.10
11. 60% of respondents are felt that quality circle is helping to overcome the uncomfortable from the table 4.1.11
12. 88% of respondents are prefer that there is very good relationship with co-workers from the table 4.1.12
13. 46% of respondents are prefer that the teammates are always cooperative from the table 4.1.13
14. 60% of respondents are felt that they are self confident regarding their assigned work from the table 4.1.14

SUGGESTIONS

1. Employees must be given the awareness of Quality in order to meet the good result; they must be known what are the needs of the Quality circle and its importance.
2. The employees must be motivated in order to perform their work The company ll they should be encouraged to contribute their ideas during problem solving.
3. Before implementing the Quality circle Program, Employees must need the full knowledge about the Quality circle program so that employee's expectation will be fulfilled.
4. Employees must be given the leadership to lead and bring the company into a good position training program should be conducted regularly to employees, Team work is an encouragement to show their talents.
5. Supervisor should listen the employees problems and solve it .They must be the guidance for the employees work.

4.2 CONCLUSION

The project study under gone in Chakkara Textile mills enables the company to understand the Performance of Quality circle Members. As a result of the study, it can be concluded that the company is improving due to Quality circle Management.

This study enabled the researcher to know how to do the project work how to choose a problem design its objectives use sampling techniques and how to use tolls of analysis. It enables to the researcher to learn about the The company lfare facilities plan adopted by Chakkara Textile mill.

And finally to concluded that I engaged myself in preparing this report with real commitment to the project moreover it creates great pleasures in heart while thinking that I have genuinely done this project

QUESTIONNAIRE (on quality circle process in chakkra industries)

1. Name :

2. Age :

3. Sex : Male / Female

4. No of years of experience:

a) In this company :

b) Total experience :

pre

5. Marital Status : Married / unmarried

6. is your management providing training program about the importance of quality circle

a. Yes

b. no

7. is the management really having a view to develop quality circle for all the functions in the organization

a. yes

b. no

8. Are you satisfied about the quality check in the production process in.

a. stage wise

b. in whole

a. ex.good b. good

c. satisfactory d. ex.bad

10. how was the condition of machines in the production process in the organization

a. good b. fair

c. unfair

11. How does the quality circle in the organisation encouraged by the top management?

a. excellent b.moderate

c.satisfactory d.poor

12. Is the Quality Circle in your department is functioning well ?

a. Above the level () b. Up to the level ()

c. Not up to the level () d. Not at all enough ()

13. Are you paid well for your work ?

a. Nicely paid () b. Enough () c. Not satisfied ()

14. Does your company produce standard products ?

a. Very high standard b. High standard

c. Medium standard d. Low standard

15. how was the service provided by the quality circle to the organization

a. Ex.High b. moderate

b. Low

- a. Good b. bad

17. if the management is seeing the quality circle as an integral part in the organization like other functions

- a. Yes b. no

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www.emerlandarticle.com

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2. THE COMPANY BSITE

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