

MS-96

Management Programme (MP)

**ASSIGNMENT
For
July 2023 and January 2024 Sessions**

MS-96: Total Quality Management

**(Last date of submission for July 2023 session is 31st October 2023
and for January 2024 session is 30th April, 2024)**



**School of Management Studies
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI – 110 068**

ASSIGNMENT

Course Code	:	MS-96
Course Title	:	Total Quality Management
Assignment Code	:	MS-96/TMA/ JULY/2023
Coverage	:	All Blocks

Note: Attempt all the questions and submit this assignment to the Coordinator of your study centre. Last date of submission for July 2023 session is 31st October, 2023 and for January 2024 session is 30th April 2024.

1. How relevant is *Kaizen* in the present complex situations? Discuss with respect to its merits and demerits.
2. Assume that you are the quality Manager of the Organization. Propose a plan of action to improve the quality of your organization.
3. Explain in detail the concept and relevance of ISO 9001 for organizations in the present context.
4. Discuss the relationship of Strategy with total Quality Management and how a proper strategy helps in maintaining the quality of the organization.
5. What do you understand by Professional Aptitudes with respect to auditing in Total Quality Management? Explain.
6. What is meant by Certification? Do you think certifications are important for an organization? Justify.