

**Management Programme**

**ASSIGNMENT**  
**January 2022 Session**

**MS-96: Total Quality Management**  
**(Last date of submission for**  
**January 2022 session is 30<sup>th</sup> April, 2022)**



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

## ASSIGNMENT

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<b>Course Code</b>	<b>:</b>	<b>MS-96</b>
<b>Course Title</b>	<b>:</b>	<b>Total Quality Management</b>
<b>Assignment No.</b>	<b>:</b>	<b>MS-96/TMA/JULY/2022</b>
<b>Coverage</b>	<b>:</b>	<b>All blocks</b>

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**Note:** Attempt all the questions and submit this Assignment to the Coordinator of your Study Centre. **Last date of submission for January 2022 session is 30<sup>th</sup> April, 2022.**

1. Many companies have adopted the Deming philosophy. Choose a company which has adopted Deming philosophy. Explain how the company has complied with the philosophy.
2. What to you understand by strategic planning? Why is it necessary for implementing TQM? Explain using a relevant example.
3. What do you understand by ISO 26000? Explain.
4. Every organization has a specific quality programme. Discuss the quality programme followed by an organization of your choice and how it helps the organization sustain in the competitive world.