

MANAGEMENT PROGRAMME

Term-End Examination

June, 2017

00434

MS-096(S) : TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

Note : Answer any *five* questions. All questions carry equal marks.

1. Explain the need of Quality Management with respect to the following factors :

- (a) Competitiveness
- (b) Customer Awareness
- (c) Profit
- (d) Organisational issues

Substantiate your answer with the help of examples.

2. How does Juran's Quality Trilogy help in overcoming challenges faced by managers ? Discuss.

3. What is standardisation ? How does standardisation help in the process of improvement in an organisation ?
 4. (a) Discuss the operating characteristic curve of a sampling plan.
(b) Differentiate between a double sampling plan and a single sampling plan.
 5. (a) Describe as to how TQM teams are structured.
(b) What is ALCOA's model for TQM teams ? Explain with illustration.
 6. List and discuss the requirements of ISO 9001.
 7. (a) What is an audit report ?
(b) How does an audit follow-up and corrective action take place in an organisation ? Discuss.
 8. Write a brief note on the CII-EXIM Bank Award for business.
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