

01061

## MANAGEMENT PROGRAMME

### Term-End Examination

June, 2017

### MS-096 : TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

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

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1. Which of the quality gurus, in your view, have most significantly influenced the quality movement since World War II and briefly discuss the main points of the contribution of that guru.
2. (a) "TQM requires a transformation in thinking about how you view your customers, suppliers and shareholders." Explain citing examples.  
(b) Briefly describe various types of quality costs. What kind of costs should a firm be more concerned with and why ?
3. What is benchmarking and what are the different types of benchmarking in relation to objects being benchmarked ?
4. "Empowering people in the organization is an essential element of TQM." Discuss and explain the role of education and training in this respect.

5. What is ISO 9000 ? Explain the benefits of ISO 9000 QMS.
  6. Explain the concept of 'Kaizen' and briefly discuss the techniques through which it can be given practical shape.
  7. Explain the difference between the concepts of Quality Control and Quality Assurance giving suitable examples.
  8. Explain **any two** of the following :
    - (a) Key success factors that make TQM work
    - (b) Cross-functional Management and its role and importance
    - (c) Control Charts
    - (d) Reliability
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