

01075

MANAGEMENT PROGRAMME

Term-End Examination

June, 2018

MS-096 : TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

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

1. (a) Discuss the basic concept of quality giving examples.
(b) Explain with the help of examples, the concept of a process of quality and its networking.
2. List and explain Deming's fourteen points. Discuss the relevance of the Deming's philosophy in the present competitive environment.
3. Briefly discuss Quality Planning Road Map. How does Quality Planning meets the needs of the customers ? Explain with the help of examples.
4. Explain the concept of control charts for variables data. How are X bar and R charts constructed to establish statistical control ? Explain with the help of an illustration.

5. (a) What are the different modes of learning ? Briefly discuss each one of them giving examples.
(b) Describe work practices which promote learning.

 6. Differentiate between reward and punishment. Explain with the help of suitable examples whether motivation is related to rewards and punishment or not.

 7. What are the risks associated with general occupational health ? How can such health risks be controlled ? Explain.

 8. (a) Explain the European Foundation for Quality Management (EFQM) model for excellence.
(b) Explain the Malcolm Baldrige Award for excellence in Quality.
-