

No. of Printed Pages : 2

MS-96

MANAGEMENT PROGRAMME (MP)

Term-End Examination

June, 2022

MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

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

1. Discuss the evolution of various quality approaches.
2. Explain various stumbling blocks that a TQM manager needs to know for its implementation.
3. How can a firm achieve cost leadership and differentiation simultaneously ? Explain with respect to Total Quality Management (TQM).
4. What are the various quality related benefits for an organization ? Explain with relevant examples.

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5. Write short notes on the following :
 - (a) Taguchi methods
 - (b) Six sigma principles
6. "TQM is not culture specific." Discuss the role of culture in TQM implementation.
7. What is the significance of safety and health in TQM ? Explain.
8. What are the different types of audit, involved in TQM ? Discuss them with examples.