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MS-96

MANAGEMENT PROGRAMME (MP)

Term-End Examination

June, 2023

MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

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

1. Give an overview of Total Quality Management (TQM). Support your answer with the help of examples.
2. Explain Crosby's Quality Management Maturity Grid.
3. Write short notes on the following :
 - (a) Standardisation
 - (b) Total Quality and customer value strategy
4. List and explain the wider implications of quality assurance as per Taguchi.

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5. What are the reasons of becoming TQM so popular ? Discuss.
6. What is Statistical Quality Control ? Explain with the help of examples.
7. How can an organization sustain change to a quality culture ? Explain.
8. What do you mean by audit execution ? Discuss in detail.