

**MMPC-019**

**Master of Business Administration/ MBA (B&F)**

**ASSIGNMENT**

**For**

**January 2023 and July 2023 Sessions**

**MMPC-019: Total Quality Management**

**(Last date of submission for January 2023 session is 30<sup>th</sup> April, 2023  
and for July 2023 sessions is 31<sup>st</sup> October, 2023)**



**School of Management Studies**

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**

**MAIDAN GARHI, NEW DELHI – 110 068**

## **ASSIGNMENT**

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<b>Course Code</b>	<b>:</b>	<b>MMPC-019</b>
<b>Course Title</b>	<b>:</b>	<b>Total Quality Management</b>
<b>Assignment Code</b>	<b>:</b>	<b>MMPC-019/TMA/JAN/2023</b>
<b>Coverage</b>	<b>:</b>	<b>All Blocks</b>

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**Note: Attempt all the questions and submit this assignment to the coordinator of your study centre. Last date of submission for January 2023 session is 30<sup>th</sup> April, 2023 and for July 2023 session is 31<sup>st</sup> October, 2023.**

- 1.** Discuss the importance of awards and recognitions in Total Quality Management (TQM). Explain with the help of examples.
- 2.** What do you understand by 'Policy Deployment' in TQM? Discuss.
- 3.** Discuss the different structures for cross functional management with respect to TQM.
- 4.** Write a brief note of the fundamental concepts of excellence with respect to TQM.
- 5.** Discuss the objective, structure and importance of ISO 9001:2015.