

**MS-96**

**Management Programme**

**ASSIGNMENT**  
**for**  
**July 2022 and January 2023 sessions**

**MS-96: Total Quality Management**

*(Last date of submission for July 2022 session is 31<sup>st</sup> October, 2022 and for  
January 2023 session is 30<sup>th</sup> April, 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>MS-96</b>
<b>Course Title</b>	<b>:</b>	<b>Total Quality Management</b>
<b>Assignment No.</b>	<b>:</b>	<b>MS-96/TMA/JULY/2022</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 July 2022 session is 31<sup>st</sup> October, 2022 and for January 2023 session is 30<sup>th</sup> April, 2023.**

1. Discuss the salient features of Total Quality Management (TQM) approach with respect to the present competitive environment.
2. Elucidate the 14 steps given by Crosby in TQM and discuss the advantages and disadvantages of Crosby's "Absolute Quality Management".
3. Discuss the role of leadership as an important aspect for successful application of Quality Management in an organization especially during the pandemic.
4. What is the role of Quality Function Deployment (QFD) and the House of Quality (HOQ) table in organizing the flow of thinking? Discuss.
5. Discuss the objective, structure and importance of ISO 18001 in the present context.