

MS-96

Management Programme

ASSIGNMENT
(January to December)
2021

MS-96: Total Quality Management



School of Management Studies
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI – 110 068

ASSIGNMENT

Course Code	:	MS-96
Course Title	:	Total Quality Management
Assignment No.	:	MS-96/TMA/SEM-I/2021
Coverage	:	All blocks

Note: Attempt all the questions and submit this Assignment to the Coordinator of your Study Centre on or before 31st October, 2021.

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1. Many companies have adopted the Deming philosophy. Choose a company which has adopted Deming philosophy. Explain how the company has complied with the philosophy.
2. What to you understand by strategic planning? Why is it necessary for implementing TQM? Explain using a relevant example.
3. What do you understand by ISO 26000? Explain.
4. Every organization has a specific quality programme. Discuss the quality programme followed by an organization of your choice and how it helps the organization sustain in the competitive world.