

## **Management Programme**

### **ASSIGNMENT FIRST SEMESTER (January to June) 2021**

*This Assignment is being provided to only those students who are going to complete their maximum duration in the admission cycle January 2021 (TEE June 2021). For all other students the Assignments for this course will be available in July 2021 admission cycle (TEE December 2021) and therefore they should not attempt this Assignment.*

### **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:** 1. *This Assignment is being provided to only those students who are going to complete their maximum duration (validity period) in the admission cycle January 2021 (TEE June 2021). For all other students the Assignments for this course will be available in July 2021 admission cycle (TEE December 2021) and therefore they should not attempt this Assignment.*

2. Attempt all the questions and submit this Assignment to the Coordinator of your Study Centre on or before 30<sup>th</sup> April, 2021.

\* —————

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.