

MS-96

Management Programme

**ASSIGNMENT
SECOND SEMESTER
2017**

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.	:	96/TMA/SEM-II/2017
Coverage	:	All blocks

Note: Attempt all the questions and submit this assignment on or before 31st October, 2017 to the coordinator of your study center.

1. TQM application has its limitations. Do you agree with this statement? Justify your answer giving examples.
2. Discuss in brief the philosophies of Deming and Juran and do the comparative assessment of the two.
3. Explain giving examples as to how ISO standards can benefit the society.
4. List out the conventional seven quality control tools. Explain any two in brief.
5. Suppose that you are working in an organization, which wants to develop an effective implementation methodology for ISO 9000 Quality Management System. How will you help your organization in developing an effective implementation methodology?