

02292

MANAGEMENT PROGRAMME

Term-End Examination

December, 2017

MS-096 : TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

Note : *Attempt any five questions. All questions carry equal marks.*

1. "In today's competitive world, quality is the main issue for organizational survival". Discuss the statement in the light of the challenges facing contemporary organizations.
2. Explain the following with suitable examples :
 - (a) Quality Function Deployment (QFD); and
 - (b) Pareto Analysis.
3. Draw a typical structure for the promotion of TQM in a multidivisional organization. What roles do the steering and the TQM coordinators play ?
4. Briefly discuss the core elements of an Environmental Management System (EMS). How would you develop an EMS for an organization ?
5. What are the general requirements in the quality award process ? List the key features of any one of the quality awards.

6. What is different in TQM about identifying training and educational needs of employees ? How would you create an appropriate context for learning ?

 7. (a) Examine the different approaches and views on costs of quality. Which of these views do you support and why ?
(b) What is activity based costing ? Explain with examples.

 8. Explain any two of the following :
 - (a) Control Charts
 - (b) Six Sigma
 - (c) 5-S Concept
 - (d) Quality System Planning
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