

MANAGEMENT PROGRAMME

Term-End Examination

February, 2021

MS-096 : TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

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

1. What is the need of Quality Management ?
Explain with help of examples.
2. How does the Juran Trilogy reduce the cost of quality ?
3. List and explain the reasons for Total Quality Management (TQM) becoming increasingly popular in organizations all over the world.
4. What do you understand by Quality Planning ?
Explain the concept of Quality Planning Road Map with the help of suitable examples.

- 5.** Explain the concept of Statistical Quality Control with examples.
 - 6.** Give the rationale and constitution of Quality Circles.
 - 7.** Describe the concept of 5 S and explain its role in the quality of the workplace.
 - 8.** Why is Safety and Health Management required in industries ? Discuss.
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