

MANAGEMENT PROGRAMME

Term-End Examination

December, 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. Discuss evolution of the concept of quality management.
2. What did Juran have to say on Total Quality Management (TQM) ? Discuss Juran's principles on TQM.
3. It is said that Total Quality and Business Strategy are synonymous with customer value strategy. Explain how a firm should provide value to customers in its chosen business.

4. Describe the roles and functions of top management in quality improvement.
 5. Write short notes on the following :
 - (a) Quality Circles (QC)
 - (b) Quality Function Deployment (QFD)
 6. Describe the traditional method of identifying training needs and the process of continuous learning.
 7. Explain three distinct management styles that can be observed related to safety management in an organization.
 8. What are the different skills and traits an auditor should possess for quality audits ? Explain.
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