

No. of Printed Pages : 2

MMPC–019

**MASTER OF BUSINESS
ADMINISTRATION (MBA)**

Term-End Examination

December, 2023

MMPC–019 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

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

1. What do you understand by standardisation ?
Discuss the importance of standardisation in quality management.
2. Discuss the core values of Total Quality Management. What is the role of top management in TQM ?
3. Discuss different approaches to quality costs.
4. What are *seven* quality improvement tools ?
Explain each of them.

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5. What do you understand by Benchmarking ?
Explain different types of benchmarking approaches.
6. Explain the role of motivation in TQM. Give suitable examples.
7. What is ISO 9000 ? What are the requirements of ISO 9000 ?
8. Discuss the concept of quality system audit.
Explain different types of audit.