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MS-96

MANAGEMENT PROGRAMME (MP)

Term-End Examination

December, 2023

MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Note : (i) Attempt any **five** questions.

(ii) All questions carry equal marks.

1. Describe the process of formulation of Indian standards.
2. Discuss the 'Taguchi methods' of applying statistical theory to manufacturing problems.
3. Write short notes on the following :
 - (a) Plan-Do-Check-Act (PDCA) cycle
 - (b) Feedback loop
4. Differentiate between S-chart and R-chart giving examples.

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5. “Control limits are not an indicator of capability.” Critically comment on the statement.
6. Elucidate the relationship between accountability, responsibility and authority in quality management.
7. What are the different modes of learning in organization ? Explain with respect to quality.
8. Describe the steps involved in safety analysis.