

MANAGEMENT PROGRAMME

Term-End Examination

June, 2012

MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum Marks : 100

(Weightage 70%)

Note : Attempt any five questions.

All questions carry equal marks.

1. (a) Briefly describe the process of formulation of Indian standards.
(b) Explain the standards at various levels of production.
2. 'The challenge facing managers, according to Juran, is to abandon the traditional approach to planning, which carelessly introduces quality flaws into the products original design'. Keeping this statement in mind discuss Juran's Quality Trilogy and how it reduces the cost of quality.
3. What is a capability study ? Explain how a capability study is set up.

4. (a) Explain the concept of 5'S' in the context of quality improvement of work place.
(b) Discuss the significance of each 'S'.
 5. Why is it essential to have a human factor in TQM ? Discuss.
 6. Can the performance of an individual be evaluated ? Justify your answer giving examples.
 7. Briefly explain the following :
 - (a) Forest (conservation) Act, 1980
 - (b) The National Environmental Tribunal Act, 1995.
 8. List out the steps in Initial Audit stage and explain each step sequentially.
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