

MANAGEMENT PROGRAMME

Term-End Examination

June, 2016

02122

MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

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

1. Define Total Quality Management (TQM). Discuss the important features of TQM philosophy.
2. Explain any two of the following :
 - (a) Quality and low cost
 - (b) Types of Quality Plans
 - (c) Achieving Customer orientation
 - (d) Quality and productivity
3. Attempt any one of the following :
 - (a) Explain and illustrate the seven Quality Improvement Tools in the context of Statistical Quality Control.
 - (b) Explain Quality Function Deployment (QFD), describing its rationale and essential components of quality table used as a tool for QFD.

4. Highlighting the importance of human factor in TQM, discuss how a change to quality culture can be initiated and sustained in an organization.

 5.
 - (a) Discuss the requirements of establishing and maintaining environmental management system (EMS) in an organization.
 - (b) Why is safety and health management needed in industries ? Describe the three elements of a safety programme.

 6.
 - (a) In the context of TQM, it has been said that awards are not the end in themselves but a beginning to progress further. Comment.
 - (b) What are the main competitive quality awards ? Discuss with examples.

 7. Write short notes on **any four** of the following :
 - (a) Quality control and quality assurance
 - (b) Quality improvement tools
 - (c) Acceptance sampling
 - (d) Process capability
 - (e) Feigenbaum and his main contribution
 - (f) Re-engineering
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