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MS-96

MANAGEMENT PROGRAMME (MP)

Term-End Examination

June, 2020

MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

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

1. What are the implications of quality assurance as per Taguchi ? Discuss with the help of suitable examples.
2. Discuss various success factors that are required for TQM to succeed.
3. Explain in brief the strategic planning process with respect to Total Quality Management.

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4. List and explain the seven quality improvement tools.
5. What are the different types of benchmarking ? Explain each of them in brief.
6. What do you understand by TQM teams ? Substantiate your answer with the help of example.
7. How is an Environment Management System (EMS) developed based on ISO 14001 ? Explain.
8. (a) Explain the concept of safety management.
(b) Discuss the assessment and elimination of risk giving examples.