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MS-96

MANAGEMENT PROGRAMME (MP)

Term-End Examination

June, 2024

MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

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

1. Describe Crosby's fourteen step programme with respect to quality management.
2. Write short notes on the following :
 - (a) Re-engineering
 - (b) Motivation in quality management
3. Describe the methods of constructing and using control charts giving examples.
4. What are the different type of quality costs ? Explain them in brief.
5. Describe six actions of leaders with respect to Total Quality Management.

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6. Differentiate between Quality Management Manual and Quality Assurance manual.
7. Elaborate the seven needs of the people and the approach through which these needs can be fulfilled.
8. What kind of documents are necessary for ISO 9000 Quality Management System ? Discuss.