

MANAGEMENT PROGRAMME

Term-End Examination

December, 2010

MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 hours

Maximum Marks : 100

(Weightage 70%)

Note :

- (i) *Answer any five questions.*
(ii) *All questions carry equal marks.*

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1. (a) Give a brief sketch about the historical evaluation of Quality approaches. 10
(b) Elaborate your understanding about standardization. 10
2. (a) Discuss the contribution of Japanese quality Gurus in the modern quality movement. 10
(b) Explain the key success factors for proper functioning of TQM in any organization. 10
3. (a) What is KAIZEN? How is it different from innovation? 10
(b) Discuss the various approaches to quality costs. 10

4. (a) Describe the seven quality improvement tools. 10
- (b) Define Reliability. Explain BATH-TUB curve of reliability. Discuss its relations with Quality control. 10
5. (a) Explain the concept of Re-engineering and its advantages. 10
- (b) How does TQM integrate a humanistic approach with scientific methods? Identify some elements of each. 10
6. (a) Discuss the principal concepts of ISO 9000 QMS. 10
- (b) Explain briefly the various national quality awards in India. 10
7. Write short notes on *any four* of the following.
- (a) PDCA cycle in quality Management. 4x5=20
- (b) Customer value.
- (c) Quality and productivity.
- (d) Seven Quality Improvement tools.
- (e) Principles of Benchmarking.
- (f) Role of TQM Co-Ordinators.
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