

**MMPC-019**

**Master of Business Administration (MBA)/ Master of Business  
Administration (Online) MBA(OL)/ Master of Business Administration  
(Banking and Finance) (MBF)/ Master of Business  
Administration(Financial Management) (MBAFM)/ Master of Business  
Administration(Operations Management) (MBAOM)**

**ASSIGNMENT**

**For**

**January 2025 and July 2025 Sessions**

**MMPC-019: TOTAL QUALITY MANAGEMENT**

**(Last date of submission for January 2025 session is 30<sup>th</sup> April, 2025  
and for July 2025 sessions is 31<sup>st</sup> October, 2025)**



**School of Management Studies  
INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
MAIDAN GARHI, NEW DELHI – 110 068**

## **ASSIGNMENT**

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<b>Course Code</b>	<b>:</b>	<b>MMPC-019</b>
<b>Course Title</b>	<b>:</b>	<b>Total Quality Management</b>
<b>Assignment Code</b>	<b>:</b>	<b>MMPC-019/TMA/JAN/2025</b>
<b>Coverage</b>	<b>:</b>	<b>All Blocks</b>

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**Note: Attempt all the questions and submit this assignment to the coordinator of your study centre. Last date of submission for January 2025 session is 30<sup>th</sup> April, 2025 and for July 2025 session is 31<sup>st</sup> October, 2025.**

1. Discuss the different approaches to Total Quality Management (TQM) citing relevant examples.
2. Explain the concept of Kaizen. Discuss its advantages for the organization adopting the concept.
3. Suppose you are the Quality Manager of your organization. How will you help the organization in framing the quality policy and quality objectives? Discuss.
4. Discuss the concept of zero defects (ZD). How can it be implemented in the organizations? Explain.
5. Discuss as to how TQM integrates a humanistic approach with scientific methods.