

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 2026 and July 2026 Sessions

(Last date of submission for January 2026 session is 30th April, 2026 and for July 2026 sessions is 31st October, 2026)

MMPC-019: TOTAL QUALITY MANAGEMENT



School of Management Studies

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

MAIDAN GARHI, NEW DELHI – 110 068

ASSIGNMENT

Course Code	:	MMPC-019
Course Title	:	Total Quality Management
Assignment Code	:	MMPC-019/TMA/JAN/2026
Coverage	:	All Blocks

Note: Attempt all the questions and submit this assignment to the coordinator of your study centre. Last date of submission for January 2026 session is 30th April, 2026 and for July 2026 session is 31st October, 2026.

1. A small manufacturing organization plans to modernize its production process. Discuss two total quality management tools it should adopt.
2. How can PDCA (Plan-Do-Check-Act) cycle be applied in an organization? Explain with the help of illustration.
3. Suppose you are working in a service organization. How will you implement TQM so that the customer satisfaction improves? Discuss.
4. What is the role of leadership in implementing TQM? Discuss.
5. Why is Kaizen essential for TQM? Explain with suitable example.