

MS-96

Management Programme (MP)

**ASSIGNMENT
For
January 2025 Session**

MS-96: Total Quality Management

(Last date of submission for January 2025 session is 30th April, 2025)



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

ASSIGNMENT

Course Code	:	MS-96
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Course Title	:	Total Quality Management
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Assignment Code	:	MS-96/TMA/ JAN/2025
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Coverage	:	All Blocks
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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 30th April, 2025.

1. How relevant is *Kaizen* in the present complex situations? Discuss with respect to its merits and demerits.
2. Assume that you are the quality Manager of the Organization. Propose a plan of action to improve the quality of your organization.
3. Explain in detail the concept and relevance of ISO 9001 for organizations in the present context.
4. Discuss the relationship of Strategy with total Quality Management and how a proper strategy helps in maintaining the quality of the organization.
5. What do you understand by Professional Aptitudes with respect to auditing in Total Quality Management? Explain.
6. What is meant by Certification? Do you think certifications are important for an organization? Justify.