

MS-96

Management Programme (MP)

ASSIGNMENT

For

July 2025 and January 2026 Semesters

MS- 96: TOTAL QUALITY MANAGEMENT

Last date of submission for July 2025 Semester is 31st October 2025

and for January 2026 Semester is 30th April, 2026)



School of Management Studies

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

MAIDAN GARHI, NEW DELHI – 110 068

ASSIGNMENT

Course Code	:	MS - 96
Course Title	:	Total Quality Management
Assignment Code	:	MS- 96/TMA/JULY/2025
Coverage	:	All Blocks

Note: Attempt all the questions and submit this assignment to the Coordinator of your study centre. Last date of submission for July 2025 Semester is 31st October 2025 and for January 2026 Semester is 30th April, 2026.

- 1.** Discuss the evolution of Quality Management concept.
- 2.** Suppose you are a TQM practitioner. List and explain the set of beliefs which you must possess as a TQM practitioner.
- 3.** What do you understand by Quality Costs? Describe different types of source of items of Quality Costs which are used while implementing TQM.
- 4.** What is Six-Sigma? Explain the different steps involved in the process of Six-Sigma.
- 5.** Explain the steps involved in creating High-Quality System Documentation.