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MMPC-019

**MASTER OF BUSINESS
ADMINISTRATION/MASTER
OF BUSINESS ADMINISTRATION
IN BANKING AND FINANCE
(MBA/MBF)**

Term-End Examination

December, 2024

MMPC-019 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

Note : Attempt any **five** questions. All questions carry equal marks.

1. Describe different types of quality costs.
Explain giving examples.

2. 'Quality and business are on and indivisible.'

Do you agree with this statement ? Justify citing examples.

3. What is Quality-centered Strategic Planning ? Discuss how it is related to quality.

Explain.

4. What are the different types of benchmarking ?

Explain them with the help of examples.

5. Explain the concept of 'Re-engineering'. How does it help in maintaining the quality in an organization ? Discuss.

6. What do you mean by Management Control and Data Management ? Explain the concept with respect to Quality Management.

7. List and describe the General Occupational Health problems with respect to the Management Systems for safety in organizations.
8. How can an Environmental Management System (EMS) be developed based on ISO 14001 QMS ? Explain with the help of relevant example.

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