

MANAGEMENT PROGRAMME (MP)

Term-End Examination

December, 2024

MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Note : (i) Attempt any **five** questions.

(ii) All questions carry equal marks.

1. Explain the process of evolution of quality approaches. What do you understand by standardisation ? Discuss.
2. What are the Total Quality Management beliefs which should be developed in an organisation for implementing Total Quality Management (TQM) ? Explain giving examples.
3. List and explain the personal qualities needed to succeed in TQM.
4. Write short notes on the following :
 - (a) Quality related costs
 - (b) Statistical Quality Control

5. “Leadership is one of the fundamental factors in deciding how an organisation turns out to be.” Elaborate the statement and describe the key elements of leadership in an organisation.
6. Can reward and punishment cause damage to people if not practised appropriately ? Justify giving examples.
7. What do you understand by safety management ? Why is it important for organisations ? Discuss.

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