

No. of Printed Pages : 3

MMPC-019

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

Term-End Examination

December, 2025

MMPC-019 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

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

1. Explain how does TQM address waste reduction and efficiency improvement.
2. Describe the concept of 'zero defects' in TQM giving examples.
3. Does TQM foster innovation within organizations ? Elucidate with the help of examples.
4. How does TQM integrate with other management systems, such as ISO standards ? Elucidate with the help of examples.
5. Explain the following :
 - (a) Implementation values
 - (b) Brainstorming
6. What role does data analysis play in TQM ?
Illustrate with the help of examples.

[3]

7. What do you understand by safety management ? Describe the role of safety management in TQM.
8. Discuss the role of quality audit in TQM.

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