

**MANAGEMENT PROGRAMME (MP)**

**Term-End Examination**

**December, 2025**

**MS-96 : TOTAL QUALITY MANAGEMENT**

*Time : 3 Hours*

*Maximum Marks : 100*

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

(ii) *All questions carry equal marks.*

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1. (a) Explain the evolution of Quality Management concept followed in organisations.  
(b) Discuss the dimensions of quality in brief.
2. Explain the major stumbling blocks which need to be avoided by a TQM Manager with relevant examples.
3. Examine the Porter's Five Forces Model from the perspective of Total Quality Management in organisations.

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4. Explain the relationship between TQM and Corporate Strategy process with respect to strategy formulation and strategy implementation.
5. Write short notes on the following :
  - (a) Cause and effect diagram
  - (b) Quality circles
6. (a) What are the teams in TQM ? Discuss the composition of teams.  
(b) Discuss the ALCOA's model for TQM team.
7. What is the six sigma principle ? Describe the different steps involved in the six sigma process.
8. Discuss the role of Audit Planning and preparation in TQM.

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