

MANAGEMENT PROGRAMME (MP)

Term-End Examination

June, 2025

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 concept of Juran's trilogy.
2. Explain as to how quality and productivity are related to each other.
3. List and explain the steps involved in the strategic quality control process. How does it help in the improvement of an organisation ? Discuss.
4. Write short notes on the following :
 - (a) European Quality Awards
 - (b) National Quality Awards

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5. What are the triggers which prompt or motivate an organisation to adopt Environment Management System (EMS) ? Describe the core elements of an EMS.
6. Elaborate on the aims of a performance appraisal system. Discuss the advantages and disadvantages of a performance appraisal system.
7. Describe the technical abilities and the professional status and code of ethics required by an auditor.

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