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MS-096

MANAGEMENT PROGRAMME (MP)

Term-End Examination

June, 2026

MS-096 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

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

(ii) All questions carry equal marks.

1. How does the Juran Trilogy helps in reduction of cost quality ? Explain giving examples.
2. What do you understand by the Plan-Do-Check-Act (PDCA) Cycles ? Give suitable examples in support of your answer.
3. (a) What are the components of Organisation Quality Policy ? Discuss.
(b) What needs to be done to ensure that Quality Strategy Succeeds ?

4. Differentiate between :
 - (a) Direct and Indirect Costs
 - (b) Quality and Productivity
5. (a) What is Statistical Quality Control (SQC) ? Explain the concept of SQC giving examples.
 - (b) Discuss the methodologies involved in SQC.
6. (a) What is Benchmarking ? Explain the process of Benchmarking.
 - (b) Discuss the types of Benchmarking with examples.
7. Total Quality Management means quality management by all employees. How to ensure commitment of all employees in TQM ? Discuss with examples.
8. List and explain the steps involved in the certification process in TQM.

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