

MS-96 : TOTAL QUALITY MANAGEMENT



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Description

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- **MANAGEMENT PROGRAMME**
MS-96
Term-End Examination
December, 2021
MS-96 : TOTAL QUALITY MANAGEMENT

Time : 3 hours Maximum Marks : 100

(Weigh Cage 70%)

Note : (i) There are two Sections : Section A and Section B

(ii) Attempt any three questions from Section A, which carries 20 marks each.

(iii) Section B is compulsory and carries 40 marks.

SECTION - A

1. List and explain the stumbling blocks a TQM manager faces to implement TQM in an effective manner.

2. What do you understand by a Quality Business Plan ? Discuss in brief each element of a Quality Business Plan.

3. Explain the "Strategic Planning Process" in Quality Management.

4. Write notes on :

(a) The Air (Prevention and Control of Pollution) Act, 1981.

(b) The Environment (Protection) Act, 1986.

5. Discuss in detail the quality system auditor.

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