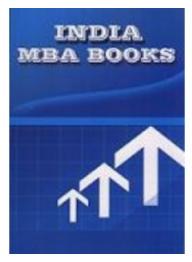
# MS-96: TOTAL QUALITY MANAGEMENT



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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.

## **Details**

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