

No. of Printed Pages : 3

MMPC-019

**MASTER OF BUSINESS
ADMINISTRATION/MASTER OF
BUSINESS ADMINISTRATION (BANKING
AND FINANCE) (MBA/MBF)
Term-End Examination
December, 2025**

MMPC-019 : TOTAL QUALITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

***Note : Attempt any five questions. All questions
carry equal marks.***

B-1184/MMPC-019

P. T. O.

1. Explain how does TQM address waste reduction and efficiency improvement.
2. Describe the concept of 'zero defects' in TQM giving examples.
3. Does TQM foster innovation within organizations ? Elucidate with the help of examples.
4. How does TQM integrate with other management systems, such as ISO standards ? Elucidate with the help of examples.
5. Explain the following :
 - (a) Implementation values
 - (b) Brainstorming
6. What role does data analysis play in TQM ?
Illustrate with the help of examples.

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7. What do you understand by safety management ? Describe the role of safety management in TQM.
8. Discuss the role of quality audit in TQM.

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