

MMPC-019

Master of Business Administration (MBA)/ Master of Business Administration (Online) MBA(OL)/ Master of Business Administration (Banking and Finance) (MBF)/ Master of Business Administration(Financial Management) (MBAFM)/ Master of Business Administration(Operations Management) (MBAOM)

ASSIGNMENT

For

January 2025 and July 2025 Sessions

MMPC-019: TOTAL QUALITY MANAGEMENT

**(Last date of submission for January 2025 session is 30th April, 2025
and for July 2025 sessions is 31st October, 2025)**



School of Management Studies

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

MAIDAN GARHI, NEW DELHI – 110 068

ASSIGNMENT

Course Code	:	MMPC-019
Course Title	:	Total Quality Management
Assignment Code	:	MMPC-019/TMA/JAN/2025
Coverage	:	All Blocks

Note: Attempt all the questions and submit this assignment to the coordinator of your study centre. Last date of submission for January 2025 session is 30th April, 2025 and for July 2025 session is 31st October, 2025.

1. Discuss the different approaches to Total Quality Management (TQM) citing relevant examples.
2. Explain the concept of Kaizen. Discuss its advantages for the organization adopting the concept.
3. Suppose you are the Quality Manager of your organization. How will you help the organization in framing the quality policy and quality objectives? Discuss.
4. Discuss the concept of zero defects (ZD). How can it be implemented in the organizations? Explain.
5. Discuss as to how TQM integrates a humanistic approach with scientific methods.