**CHAPTER 10 CONTROL AND QUALITY MANAGEMENT**

***Brief Answer Questions***

1. **Define 'Total Quality Management'.**
2. **Give the meaning of management information system (MIS).**
3. **Point out the steps of control system.**
4. **Give the meaning of ' Quality of Work Life'.**
5. **What is pre-control system?**
6. **What is concurrent control system?**
7. **What is post-control system?**

***Analytical Answer Questions***

1. **Control is a management function that focuses on the process of monitoring activities to ensure that they are being accomplished as planned. As a manager of an organization, what types of control system would you recommend to achieve planned results?**
2. **Do you think that following principles and techniques of quality management developed by W.E Deming helps to enhance the quality? Discuss.**