

NMIMS Global Access
School for Continuing Education (NGA-SCE)

Course: Total Quality Management

Internal Assignment Applicable for June 2023 Examination

Assignment Marks: 30

Instructions:

- All Questions carry equal marks.
- All Questions are compulsory.
- All answers to be explained in not more than 1000 words for question 1 and 2 and for question 3 in not more than 500 words for each subsection. Use relevant examples, illustrations as far as possible.
- All answers to be written individually. Discussion and group work is not advisable.
- Students are free to refer to any books/reference material/website/internet for attempting their assignments but are not allowed to copy the matter as it is from the source of reference.
- Students should write the assignment in their own words. Copying assignments from other students is not allowed.
- Students should follow the following parameter for answering the assignment questions.

For Theoretical Answer	
Assessment Parameter	Weightage
Introduction	20%
Concepts and Application related to the question	60%
Conclusion	20%

For Numerical Answer	
Assessment Parameter	Weightage
Understanding and usage of the formula	20%
Procedure / Steps	60%
Correct Answer & Interpretation	20%

Q.1 Historically, TQM was first emerged by the contributions of quality gurus, such as Deming and Juran. Then Crosby, Feigenbaum, Ishikawa, and others had developed this powerful management technique for improving business quality within the organizations. Discuss any three propositions stated by most of the gurus in quality management.

(10 Marks)

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Q2. Maxx Industry has received a major export order. To ensure that its processes work in tandem to conform to the export quality requirements, Maxx wants to formulate and control the business process effectively using SPC techniques. Discuss the major tools of SPC that may help Maxx in achieving its objective. **(10 Marks)**

Q3. You have been asked by the management of your organization to improve employee productivity. After a thorough investigation, you realize productivity is low due to workplace injuries and illness and there is a need for an ISO standard which is designed to provide an effective set of processes for improving workplace health and safety.

- a) What ISO standard would you recommend, explain its benefits? **(5 Marks)**
- b) Discuss the process of developing a new international standard. **(5 Marks)**
