

**MID-WEST UNIVERSITY**  
**SCHOOL OF MANAGEMENT (MUSOM)**  
**(An Autonomous Institution)**  
**FINAL EXAMINATION: 2021**  
**MASTER OF BUSINESS ADMINISTRATION (MBA)**  
**SEMESTER-III**

**Subject: Total Quality Management**  
**Full Marks: 50**

**Course Code: MGT 533**  
**Time: 3 Hrs**

*You are required to answer in your own words as far as applicable. The figures in the margin indicate the full marks.*

**Long Answer Questions (5×10 = 50 Marks)**

1. Quality is a mundane concept in business and management, but it is relatively a challenging task to functionally identify it and put into practices. Why? Briefly discuss the organizational preparedness in pursuit of quality management. 5+5
2. Discuss why is leadership role instrumental in implementing total quality management. Identify and mention critical leadership characteristics required for successfully promoting integrated quality management in any organization. 5+5
3. As an expert in the field of quality management, how do you suggest application of Kaizen in local business firms? Include principles and practical approaches to execute them. 10

**OR**

Illustrate the major principles of quality management proposed by Deming with critical assessment on their relevance in enhancing a firm's competitiveness. 10

4. Write your understanding about control charts for variables. Under which conditions, in the context of mean and range charts, the process is said to in control and out of control? Illustrate with supportive diagrams and examples. 2+4+4
5. Describe the institutional provisions of quality certification and quality award in Nepal. What kind of improvement do you suggest in order to expand the role and scope of the concerned agencies? 7+3

**OR**

Is the subject of total quality management relevant for small business firms? Suggest some practical tools implementable for such firms. 3+7

**THE END**