

T34/T35/TES121/TML121/EE/20160709

Time : 3 Hours

Marks : 80

Instruction :

1. All Questions are Compulsory.
 2. Each Sub-question carry 5 marks.
 3. Each Sub-question should be answered between 75 to 100 words. Write every questions answer on separate page.
 4. Question paper of 80 Marks, it will be converted in to your programme structure marks.
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1. Solve any **four** sub-questions.
 - a) What does empowerment mean? How might an employee really know that he or she is truly empowered? 5
 - b) Explain the key differences between “traditional” management practices and those in a TQ environment. 5
 - c) Summarize the Crosby philosophy. How does it differ from Deming’s and Juran’s? 5
 - d) Summarize the framework of the Baldrige Award. What are its key philosophical underpinning? 5
 - e) Describe the key elements of total quality. 5
2. Solve any **four** sub-questions.
 - a) Develop cause-and-effect diagrams for : 5
 - i) a poor exam grade
 - ii) no job offers
 - b) What is the Deming cycle? How it used to improve quality? 5
 - c) Write the short note on ‘Benchmarking’. 5
 - d) Why are suppliers important to a company’s quality efforts? 5
 - e) Why is good planning important to quality improvement? 5

3. Solve any **four** sub-questions.
- a) What is the functional structure? Explain problems with the functional structure. 5
 - b) Explain Institutional Theory. 5
 - c) Could total quality be effective in a company with a mechanistic structure? How would it work? 5
 - d) Will an organization's culture be the same throughout or will it vary from department to department? Why? 5
 - e) Write down the principles of process Redesign. 5
4. Solve any **four** sub-questions.
- a) Discuss possible ideas for how managers might deal with individuals who refuse to join teams for the following reasons: outside commitments, fear of embarrassment, an overwhelming workload, mistrust of management, fear of failure or losing one's job, and an "I don't care" attitude. 5
 - b) Which of the principals of empowerment do you think is most important? Why? 5
 - c) Which theory of motivation do you see as most consistent with empowerment? Why? 5
 - d) Most of the talk on leadership for quality focuses on top managers. What can middle and first level managers do to promote quality in their organizations? How does this differ from the role of the top management? 5
 - e) Compare the leadership practices of Solectron and Armstrong BPO. 5

