

23/3/2018



DOON UNIVERSITY

SCHOOL OF MANAGEMENT

MID TERM EXAMINATION –MARCH 2018

TOTAL QUALITY MANAGEMENT -IMBA 801

IMBA-VIII SEMESTER

TIME: 2 hrs

MAX MARKS : 30

1. What is business excellence? 5 marks
2. "Organizational culture is essential for TQM". Explain 10 marks
3. Explain the essential Deming. 15 marks