



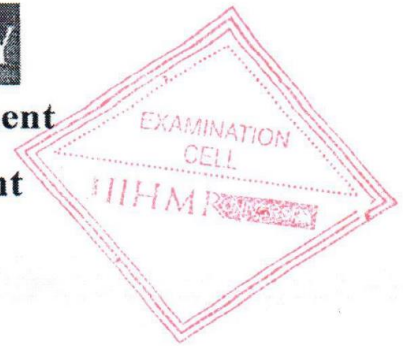
School of Pharmaceutical Management

MBA Pharmaceutical Management

Batch-07th (2015-2017) Second Year

Total Quality Management

Term Examination



Time - 3 Hour

MM-70

The question paper contains 1 of 1 printed page.

Attempt all 5 question, all questions carries equal 14 marks

- Q1. What do you mean by Quality? How quality matters in Pharmaceutical industry?
- Q2. Define TQM? What is the basic approach to implement the Total Quality Management in Pharmaceutical management?
- Q3. What is a service organization? How TQM is important in service industry?
- Q4. Discuss the various tools and techniques in quality improvement program?
- Q5. Write short-notes on: (any 3)
- a. Quality risk management
 - b. Quality Assurance in Regulatory compliance
 - c. Strategic leadership in Quality
 - d. Comparison of quality principle between Juran and Deming