



MBA Pharmaceutical Management
Batch-09th (2017-2019) Second Year
Total Quality Management

Term Examination

Time - 3 Hour

MM-70

The question paper contains 1 of 1 printed page.

Attempt all 5 questions, all questions carry equal 14 marks

- Q. 1.** What do you mean by Quality? How quality matters in Pharmaceutical industry?
- Q.2.** Define TQM? What is the basic approach to implement the Total Quality Management in Pharmaceutical management?
- Q.3.** What is a service organization? How TQM is important in-service industry?
- Q.4.** Discuss the various tools and techniques in quality improvement program?
- Q.5.** 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