



School of Pharmaceutical Management

MBA Pharmaceutical Management

Batch-10 (2018-2020) – 2 Year

Total Quality Management

Term Examination

Time - 3 Hour

MM-70

The question paper contains 1 printed page.

Attempt all 4 questions, all questions carry equal 17.5 marks

Q1. What do you mean by Quality? Elaborate the quality concept from Deming, Juran and Crosby point of view?

Q2. What is the function of quality unit and how regulatory function enhance quality assurance?

Q3. Which is more important Quality of Design or Quality of Production? Justify your answer with suitable explanation.

Q4. Write short notes on:

- a) Quality Audit
- b) Setting Standards
- c) QbD