**Roll No. ………………………..**

**Renaissance College of Commerce & Management**

**Assignment Question Paper**

**BBA IVth Semester Examination**

**Subject: TQM**

***Note*** *:* Attempt any All Question

1. What do you mean by quality? Explain the concept & features of TQM in detail.
2. Why JURAN is known as “Father of TQM”?
3. Explain Crosby’s theory on Quality management.
4. What are the building blocks of TQM? Explain in detail.
5. Write a note on PDSA cycle.