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Total No. of Pages : 02

Total No. of Questions : 16

B.Tech. Ind. Engg. Spl. In TQM)

(Sem.-7)

**MANAGEMENT PRACTICES FOR BUSINESS EXCELLENCE**

Subject Code : IEM-702

M.Code : 71696

Time : 3 Hrs.

Max. Marks : 40

**INSTRUCTIONS TO CANDIDATES :**

1. Attempt All EIGHT Questions from SECTION-A carrying TWO marks each.
2. Attempt any SIX questions out of EIGHT from SECTION-B carrying FOUR marks each.

**SECTION-A****Answer briefly :**

1. What is Value-Based Management?
2. How do strategic plans lead to attainment of competitive edge for an organization?
3. What is Evidence-Based Leadership?
4. How do you measure team performance?
5. What are the objectives of quality circle?
6. How do organizations choose the right balanced scorecard software?
7. Define Benchmarking. Explain the need for benchmarking in the industry.
8. What do you understand by the business excellence matrix?

### SECTION-B

9. Elaborate upon the contributions of top management for achieving business excellence. Explain seven leadership styles adopted by top management executives.
10. What is a Quality Policy and why is it important? How do organizations write a quality policy and align the quality policy with strategy?
11. What do you understand by employee empowerment? Explain the steps taken by top management to demonstrate employee empowerment at workplace.
12. What are the different types of work teams? Explain the advantages and disadvantages of different types of teams.
13. Write short note on “*Quality Circles in India: Problems of Quality Circles and their Solutions*”.
14. Explain different tools deployed by organizations for assessing business performance.
15. How does benchmarking improve quality? Explain the success factors and management considerations in conducting a benchmarking study.
16. What is the criteria for the Malcolm Baldrige Award? What are the seven categories in the Baldrige criteria for performance excellence?

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**