

Total No. of Pages : 02

Total No. of Questions : 09

B.Tech (Ind. Engg. & Mgt.) (Spl. in TQM) (Sem.-7)

MANAGEMENT PRACTICES FOR BUSINESS EXCELLENCE

Subject Code : IEM-702

Paper ID : [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

1. a) Explain the role of leadership in business excellence. What leadership skills a manager should demonstrate to lead an organization to achieve business excellence?
- b) How organizations can gain competitive edge through development and implementation of strategic plans?
- c) Discuss the steps taken by organizations to promote employee empowerment at workplace.
- d) How teams are built at an organization? How do organizations set roles and responsibilities of team members for handling various projects?
- e) Discuss the procedure for implementation and evaluation of suggestions schemes in organizations.
- f) Explain the balanced score card technique used by organizations, its advantages and applications.
- g) Discuss the procedure adopted by organizations to conduct benchmarking study.
- h) Explain Deming's 14 points for quality management.

SECTION-B

2. What do you understand by change management? How management can take key initiatives in managing changes in an organization?
3. Describe the criteria behind selection of projects in organizations. How do organizations assign projects to the teams and monitor project progress?
4. What do you understand by key performance indicators? How do organizations develop KPIs to evaluate business scorecard?
5. How do organizations resolve conflicts among team members for effective functioning of teams? How team performance can be effectively measured and rewarded?
6. Describe the problems and pitfalls faced by Indian organizations in implementing quality circles.
7. How does balanced score card approach effectively address the customer perspective, the financial focus perspective?
8. Define benchmarking. What are various benchmarking techniques used by organizations?
9. Explain European Excellence model and Quality award, its origin, criteria for evaluation and applications.