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End Semester Examination, December 2024
B.El.Ed. – 5th Semester
Total Quality Management in Education (SEED347A)

Time: 2.5 hrs.

Max Marks: **50**

Note: *All Questions are compulsory. Marks are indicated against each question.*

PART-A

Q.1 **Attempt any 5 questions.**

- (a) Why is quality important in the field of education? [CO-1] [L-2] **2**
- (b) What is one common issue organizations face in implementing quality management? [CO-1] [L-1] **2**
- (c) What is one main basis for ensuring quality in an educational institution? [CO-1] [L-1] **2**
- (d) How do feedback mechanisms contribute to maintaining quality in education? [CO-1] [L-2] **2**
- (e) What is one common issue organizations face in implementing quality management? [CO-1] [L-1] **2**
- (f) What does "quality" mean in the context of education? [CO-1] [L-1] **2**
- (g) Why is quality important in the field of education? [CO-1] [L-2] **2**

2x5

PART-B

- Q.2 Describe some advantages and disadvantages of Total Quality Management (TQM) in education, and how do these affect educational practices? [CO-2] [L-2] **10**

OR

Discuss the key factors that define quality education from an Indian perspective?

[CO-2] [L-2] **10**

- Q.3 Identify and describe specific areas within the academic and administrative processes where TQM principles can be applied to foster an environment of quality enhancement. [CO-3] [L-3] **10**

OR

Illustrate how can Total Quality Management principles help improve education quality of educational institutions? [CO-3] [L-3] **10**

- Q.4 In what ways does the NIRF ranking system impact the performance and quality improvement universities in India? [CO-4] [L-4] **10**

OR

What are the main components of a SWOT analysis, and how can it help an organization understand its current position? [CO- 4] [L-4] **10**

- Q.5 Explain the concept of participatory management. what are the key challenges that managers may face when implementing participatory management?" [CO-5] [L-3] **10**

OR

Describe the team building process in an organization. Illustrate how effective team building can improve communication and performance within an organization? [CO- 5] [L-3] **10**