

PRASHANTI INSTITUTE OF MANAGEMENT

ASSIGNMENT-QUESTIONS

ORGANISATION CHANGE & QUALITY MANAGEMENT

(FT-CC-301)

Q.1 Explain the concept of organizational effectiveness & organizational performance. What are the indicators of OE & OP?

Q.2 Explain:

- a) Lewin's Model of change
- b) Golpin's Model of Change

Q.3 Define the following:

- a) Benchmarking
- b) JIT
- c) Quality Circles

Q.4 What is the meaning of Quality? Explain the process of Quality management?

Q.5 Differentiate between

- a) Kaizen and TQM
- b) ISO 9000 Certification & ISO-14000 Certification