

Total No. of Questions: 7

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AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/OE702A/2025/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2025

OE702A - TOTAL QUALITY MANAGEMENT

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Crosby Zero defect Theory [2]
- B) Total Quality Management [2]
- C) Gender sensitivity [2]
- D) SOP [2]
- E) ISO 9000 [2]

Q2. A) Discuss any five basic Principles of Quality . [5]

B) Describe the contribution of Edwards Deming and his any five Principles. [5]

Q3. A) Write five effects of Good Quality in TQM . [5]

B) What are the Principles of HACCP ?(Any Five) [5]

Q4. A) Describe the Service Gaps with suitable diagram. [5]

B) What is Over control and Under control in Quality? [5]

Q5. A) Describe the role of Quality Circle in an organization . [5]

B) Elaborate the concept of MUDA and any 4 wastes as per Lean Management . [5]

Q6. A) Service Quality is based on its dimensions " Discuss in detail. [5]

B) Explain how 5S' can improve efficiency and quality of any process . [5]

Q7. A) Customer Satisfaction is Measurable". Discuss with suitable tools to measure CS. [5]

B) Elaborate on valuing employees and partners as part of leadership in TQM. [5]
