

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSM366B/2026/BSCHS_SEM6

TYBSCHS (Sixth Semester) Examination, 2026
HSM366B - TOTAL QUALITY MANAGEMENT
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- | | |
|-------------------|-------|
| A) Quality | [1] |
| B) PDCA | [1] |
| C) Six sigma | [1] |
| D) Quality Circle | [1] |
| E) ISO | [1] |

Q2. Explain the six basic concepts of TQM. [5]

Q3. Write a note on GAP model of Service Quality. [5]

Q4. List any 10 principles of laid down by Deming? [5]

Q5. Explain the vision and mission statement for an organisation in terms of quality. [5]

Q6. How can Kaizen help in daily operations in a 5 star hotel? [5]

Q7. List and explain the tools required to measure customer satisfaction. [5]
