

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/OE702A/2026/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2026

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) Effects of Poor Quality [2]
- B) Tolerances [2]
- C) Gender sensitivity and equality [2]
- D) Process Mapping [2]
- E) Service Quality [2]

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

B) Explain the Juran's Trilogy. [5]

Q3. A) Explain the Importance of standard operation procedure. [5]

B) Elaborate Mission and Vision statement with suitable examples. [5]

Q4. A) What is ISO 9000. List any four elements. [5]

B) Explain the concept of Kaizen. What are the 5S. [5]

Q5. A) Write a short Benefits of Service Quality. [5]

B) Explain Japanese core principles. [5]

Q6. A) Evaluate the key concept associated with Visionary Leadership. [5]

B) What is HACCP. Write a note on development of HACCP. [5]

Q7. A) List and explain Deming's any five principles. [5]

B) Write short notes on Quality Assurance & Quality Control. [5]
