

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (CBCS-2018 COURSE)

**B.H.M.C.T. Sem-VII : WINTER- 2022
SUBJECT : TOTAL QUALITY MANAGEMENT**

Day : Wednesday

Time : 02:00 PM-04:30 PM

Date : 7/12/2022

W-19997-2022

Max. Marks : 60

N.B.:

- 1) ALL QUESTIONS are compulsory
- 2) Answer to BOTH the sections to be written in the same answer booklet.

SECTION - I

Q.1) Match the following:

(06)

A	B
a) Conformance to specifications	i) Joseph Juran
b) Fit for use	ii) Masaaki Imai
c) Kaizen	iii) W. Shewhart
d) PDCA	iv) Philip Crosby
e) Tangibles	v) Ishikawa
f) Cause and effect diagram	vi) Ease of Contact

Q.2) Attempt **ANY TWO** of the following:

(12)

- a) State any SIX points of differentiation between Traditional and Modern Management.
- b) Define quality .Discuss the benefits of high quality.
- c) Draw a PZB Model and briefly discuss the gaps responsible for failure in delivering quality Service.

Q.3) Attempt **ANY TWO** of the following:

(12)

- a) Discuss any six basic concepts of TQM.
- b) State Deming's 14 principles of quality Management.
- c) Discuss the steps involved in benchmarking process.

SECTION - II

Q.4) Match the Following:

(06)

A	B
a) Continuous Improvement	i) Appraisal Cost
b) Material inspection cost	ii) Ishikawa
c) Scrap	iii) W.E Deming
d) Fish bone diagram	iv) Preventive cost
e) Employee Training	v) Pareto chart
f) 80/20 Rule	vi) Internal Failure Cost

Q.5) Attempt **ANY TWO** of the following:

(12)

- a) What is a Quality Circle? State any four advantages of quality circle.
- b) Draw and briefly describe Pareto Diagram.
- c) Write the objectives and benefits of ISO certification.

Q.6) Attempt **ANY TWO** of the following:

(12)

- a) Define Benchmarking. State any four advantages and two limitations of benchmarking.
- b) Discuss the concept of Customer Driven Quality.
- c) Discuss the following costs of quality:
 - i) Internal failure cost
 - ii) External failure cost
 - iii) Prevention cost
