

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (CBCS-2018 COURSE)
B.H.M.C.T. Sem-VII : WINTER : 2024
SUBJECT: TOTAL QUALITY MANAGEMENT (THEORY)

Day : Friday
 Date : 29/11/2024

W-19997-2024

Time : 02:00 PM-04:30 PM
 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) Discuss any six basic concepts of TQM.
- b) State Deming's 14 principles of quality Management.
- c) Discuss the steps involved in benchmarking process.

Q.3) 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.

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) Pareto chart
e) Cost of data	v) Preventive cost
f) 80/20 Rule	vi) Internal Failure Cost

Q.5) 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

Q.6) 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.

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