

**Subject Code:-BHMT 783**

**Roll No.** \_\_\_\_\_

**Odd SEMESTER EXAMINATION, 2022-23**

**BHMCT- 7<sup>th</sup> Sem. Year- 4<sup>th</sup>**

**Subject Name- Total Quality Management**

**Time- 3 hrs.**

**Max. Marks- 100**

**Note- Attempt all question. All Questions carry equal marks. In case of any ambiguity or missing data, the same may be assumed and state the assumption made in the answer.**

**Ques. 1 Answer any four Questions of the following.**

**4x5=20**

- a) Explain continuous improvement in context to TQM.
- b) What do you understand by the control chart? Write in brief about 2 types of control chart.
- c) What are the various benefits of TQM in respect to hospitality industry?
- d) Define HACCP. Explain its objectives.
- e) What are the 7 traditional tools of quality?

**Ques. 2 Answer any four Questions of the following.**

**4x5=20**

- a) Define the duties of the quality council.
- b) Define ISO and explain the benefits of ISO.
- c) Explain six sigma.
- d) Define cost to quality and also explain the various types of costs.
- e) What do you understand by measuring and managing customer satisfaction?

**Ques. 3 Answer any Two Questions of the following.**

**2x10=20**

- a) Define quality circles, quality auditing, reengineering and performance appraisal.
- b) What are the obstacles to implement TQM in an organization?
- c) What are the good habits of effective leaders in an organization?

**Ques. 4 Answer any Two Questions of the following.**

**2x10=20**

- a) Explain the principle of '5S'.
- b) Draw and explain the fishbone diagram.
- c) Explain the process of benchmarking.

**Ques. 5 Answer any Two Questions of the following.**

**2x10=20**

- a) Explain the models used by hotels in relation to their quality improvement procedure.
- b) What are the various characteristics of quality leaders?
- c) Explain the concept of Kaizen and also explain its elements.