

- Quality Management (TQM).
- Q.26 What are the different types of costs associated with quality management?
- Q.27 Describe the "Just in Time" approach and its relevance in quality management.
- Q.28 What is the elementary knowledge required for implementing Kaizen in an organization?
- Q.29 Explain the concept of Juran's Quality Circle and its objectives.
- Q.30 How does Total Employee Involvement contribute to achieving quality objectives in an organization?
- Q.31 Discuss the importance of quality planning in Total Quality Management (TQM).
- Q.32 What are some common improvement tools used in quality management, apart from Kaizen and Juran's Quality Circle?
- Q.33 Explain the significance of the "Plan, Do, Check, Act" (PDCA) cycle in continuous improvement.
- Q.34 How does bench marking help organizations improve their performance and quality standards?
- Q.35 Describe the role of State Financial Corporations in supporting small industries.

#### Section-D

**Note: Long answer questions. Attempt any two question out of three Questions. (2x10=20)**

- Q.36 Discuss the process of conducting a market survey for identifying business opportunities. Include the steps involved and the tool utilized in this process.
- Q.37 Explain the concept of Total Quality Management (TQM) and its underlying principles. Discuss how TQM can be integrated into organizational culture to achieve continuous improvement and customer satisfaction.
- Q.38 Analyse the challenges faced by entrepreneurs in accessing financial support and other resources from governmental and non-governmental institutions. Suggest strategies to overcome these challenges and promote entrepreneurship effectively.

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### 4th Sem. / Branch : DBM, DBM(IPM), Subject : Entrepreneurship Development & TQM

Time : 3 Hrs.

M.M. : 100

#### SECTION-A

**Note: Multiple type Questions. All Questions are compulsory.**

**(10x1=10)**

- Q.1 What does SIDBI stand for in the context of entrepreneurial support systems in India
- Small Industries Development Bank of India
  - State Industrial Development Bank of India
  - Small Scale Industries Development Board of India
  - State Investment & Development Bank of India
- Q.2 Which institution primarily focuses on providing financial assistance to agriculture and rural development in India?
- District Industry Centres (DISC)
  - National Small Industries Corporation (NSIC)
  - National Bank for Agriculture and Rural Development (NABARD)
  - Small Industries Development Bank of India (SIDBI)
- Q.3 In the context of market survey and opportunity Identification, what is the significance of assessing demand and supply?
- To minimize competition
  - To reduce innovation
  - To discourage entrepreneurship
  - To identify potential areas of growth
- Q.4 What is the purpose of a preliminary project report in entrepreneurship?
- To secure government funding
  - To assess project feasibility
  - To maximize product on costs

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- d) To discourage entrepreneurship?
- Q.5 Which of the following is NOT a component of the "Plan, do, check, Act" cycle in total Quality Management?
- a) Planning                      b) Analysing  
c) Implementing                d) Monitoring
- Q.6 What is the primary objective of implementing the principle of Total Quality Management?
- a) Maximizing defects  
b) Minimizing customer satisfaction  
c) Continuous improvement  
d) Reducing employee involvement
- Q.7 What is the focus of Kaizen in Total Quality Management?
- a) Radical changes  
b) Continuous improvement through small incremental changes  
c) Reducing customer satisfaction  
d) Minimizing employee involvement
- Q.8 Which quality improvement tool emphasizes involving employees in problem-solving and decision-making processes?
- a) Benchmarking                b) Juran's Quality Circle  
c) Total Employee Involvement d) Just in time
- Q.9 What does TQM stand for in the context of quality management?
- a) Total Quality Management  
b) Total Quantity Management  
c) Total Quality Measurement  
d) Total Quantity Measurement
- Q.10 Which type of cost associated with quality management focuses on preventing defects before they occur?
- a) Failure cost                      b) Appraisal cost  
c) Prevention cost                d) Maintenance cost

#### Section-B

**Note: Objective type questions. All questions are compulsory. (10x1=10)**

- Q.11 National Small Industries Corporation (NSIC) provides

financial assistance to large-scale industries in India. True or False.

- Q.12 Cost of Quality (COQ) includes only the direct costs associated with manufacturing a product or delivering a service. True & False.
- Q.13 Total Quality Management (TQM) aims to achieve customer satisfaction by consistently meeting or exceeding customer expectations. True or False
- Q.14 Just in Time (JIT) is a production strategy that aims to minimize inventory level and reduce waste by receiving goods only when they are needed in the production process. True or False
- Q.15 The purpose of a preliminary project report in entrepreneurship is to present detailed financial projections and market analysis. True or False
- Q.16 Bench marking involves comparing an organization's performance against its own historical data to track improvements over time. True or False.
- Q.17 Total Quality Management (TQM) is one-time initiative rather than an ongoing process of improvement. True or False.
- Q.18 Kaizen emphasizes making large-scale changes to processes and systems to achieve rapid improvement. True or False.
- Q.19 State Financial Corporations provide financial assistance to small and medium enterprises (SMEs) in India. True or False.
- Q.20 Total Employee Involvement encourages passive participation of employees in quality improvement initiatives without empowering them to make decisions. True/False.

#### Section-C

**Note: Short answer type Question. Attempt any twelve questions out of fifteen Questions. (12x5=60)**

- Q.21 What are some key characteristics of a successful entrepreneur?
- Q.22 Explain the concept of market segmentation and its importance in business planning.
- Q.23 What are the key considerations in product selection for starting a small-scale industry?
- Q.24 Briefly explain the role of Commercial banks in supporting entrepreneurship.

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