

- Q.26 Quality Management (TQM).
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 benchmarking 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
 a) Small Industries Development Bank of India
 b) State Industrial Development Bank of India
 c) Small Scale Industries Development Board of India
 d) State Investment & Development Bank of India
- Q.2 Which institution primarily focuses on providing financial assistance to agriculture and rural development in India?
 a) District Industry Centres (DISC)
 b) National Small Industries Corporation (NSIC)
 c) National Bank for Agriculture and Rural Development (NABARD)
 d) 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?
 a) To minimize competition
 b) To reduce innovation
 c) To discourage entrepreneurship
 d) To identify potential areas of growth
- Q.4 What is the purpose of a preliminary project report in entrepreneurship?
 a) To secure government funding
 b) To assess project feasibility
 c) To maximize product on costs

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- Q.5 d) To discourage entrepreneurship?
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

(2)

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- 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.

(3)

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