

Question Bank SSSOM CT2

July 2026

Q1) a) Explain briefly the 5 dimensions in Service Quality.
b) Explain briefly the 5 steps in Walk-through Audit process

Q2) a) Explain how Histogram and Pareto Chart help as quality tools.
b) Explain the 3-component cycle achieved by ISO 9001.

Q3) a) Explain with example how “Poka-Yoke” Failsafing helps in quality service by design
b) Explain how “Taguchi Methods” helps in robust facility design

Q4) a) Explain briefly the DMAIC cycle in Six Sigma
b) Explain any 4 Roles and responsibilities of Six Sigma organization

Q5) Explain how SERVQUAL Gap Model addresses the Customer satisfaction Gap by taking care of 1) Market Research Gap, 2) Design Gap, 3) Conformance Gap, and 4) Communication Gap

**Q6) a) What are Deming’s 3 principles for continuous improvement
b) Briefly explain the 4 steps in PDCA Cycle.
c) Draw a graph for Time vs Quality level with Deming’s wheel.
d) List any 3 Quality Tools used in continuous improvement process
e) Draw and explain Cause and effect diagram.**

Q7) Explain the 5 dimensions of SERVQUAL. Give a sample questionnaire for Fast food shop.

Q8) Explain the three guiding principles of lean philosophy.

Q1) a) Explain any two Casual Forecasting models.
b) Distinguish Time Series and Casual Models in forecasting related to Basis, Data Required, External Factors and Methods used

Q2) a) A hotel which has 100 rooms with maximum potential revenue of Rs.1000/room/night sells 70 rooms at Rs.700/room/night. Calculate the Yield Management% for that night.
b) Distinguish "Traditional Fixed Pricing" and "Multiple Pricing using Yield Management"

Q3) a) A bakery decides how many breads per day based on "Leveling Capacity". Explain this.
b) Explain with example "Chase Demand".

Q4) a) Explain with example any two types of forecasting service demand
b) Distinguish Qualitative methods and Quantitative methods of forecasting demand.

Q5) a) List any 3 Demand Management strategies
b) Explain how defining service capacity help managing capacity
c) Distinguish Daily workshift scheduling and Daily work-shift with constraints in managing capacity
d) Explain with an example how "Increasing customer participation" help manage capacity
e) Where can "Sharing Capacity" strategy be applied for managing capacity?

Q6) a) List any 3 Capacity Management strategies
b) Explain how Reservation System and overbooking help manage demand
c) Give an example for "Promoting off-peak Demand" strategy
d) Explain how complementary services help in demand management strategy.
e) Justify "offering price incentives" help manage demand.

Q7) Explain the advantages and limitations of Forecasting Models

Q8) Distinguish between Time Series and Casual Models.

Q1) a) Explain briefly i) Purpose and ii) Life Cycle of a Project.
b) Briefly explain any 4 Principles of Project Management.

Q2) a) Explain Activity-on-Arrow (AoA) in project network
b) Explain briefly how Critical Path Method (CPM) is used in Project Management.

Q3) Explain briefly i) Forming, ii) Storming, iii) Norming and iv) Performing stages of team development in Project Management

Q4) a) What is PERT?
b) What are the steps in creating a PERT chart?
c) Draw a sample PERT diagram indicating the task, most likely time, pessimistic time, optimistic time, slack time, dependency and critical path.

Q5) Explain the roles and responsibilities of a Project Manager.

Q6) What is meant by Globalization of Services? Give an example from Indian business.