

Roll No.



**PRESIDENCY
UNIVERSITY**
BENGALURU

Department of Research & Development
Mid - Term Examinations - SEPTEMBER 2024

Odd Semester: Ph.D. Course Work	Date: 30 /09/2024
Course Code: MEC823	Time: 10:00am – 11:30am
Course Name: Total Quality Management	Max Marks: 50
Department: Mechanical Engineering	Weightage: 25%

Instructions:

(i) Read all questions carefully and answer accordingly.

(ii) Do not write anything on the question paper other than roll number.

Part A

Answer ALL the Questions. Each question carries 5 marks.		4Qx5M=20M
1	Define Concept of Quality & list the various Dimensions of Quality	5 Marks
2	What are the Factors affecting Quality?	5 Marks
3	Write a note on the Deming Management Philosophy	5 Marks
4	Write a note on the Juran Philosophy	5 Marks

Part B

Answer ALL Questions. Each question carries 15 marks.		2Qx15M=30M
5	Discuss the TQM Practices Followed by Multinational Companies	15 Marks
6	Discuss the Quality and Performance Excellence by Just-in-Time (JIT) approach	15 Marks