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**PRESIDENCY UNIVERSITY**

**Bengaluru**

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| **Ph.D. Course Work End Term Examinations – JAN-FEB 2025** |
| **Date:** 03 – 02- 2025 **Time:** 09:30 am – 12:30 pm |

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| **School:** SOE | **Program:** Ph. D | |
| **Course Code :** MEC823 | **Course Name :** Total Quality Management | |
| **Semester**: | **Max Marks**: 100 | **Weightage**: 50% |

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| --- | --- | --- | --- | --- | --- |
| **CO - Levels** | **CO1** | **CO2** | **CO3** | **CO4** | **CO5** |
| **Marks** | **20** | **20** | **30** | **30** | **-** |

**Instructions:**

1. *Read all questions carefully and answer accordingly.*
2. *Do not write anything on the question paper other than roll number.*

**Part A**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Answer ALL the Questions. Each question carries 2marks. 6Q x 10M=60Marks** | | | | |
| **1** | List the various application of Quality for Manufacturers | **10 Marks** | **L1** | **CO1** |
| **2** | List what are the factors affecting Quality | **10 Marks** | **L1** | **CO1** |
| **3** | Discuss the Quality and Performance Excellence by Just-in-Time (JIT) approach | **10 Marks** | **L2** | **CO2** |
| **4** | Discuss Deming’s 14 points of Management | **10 Marks** | **L2** | **CO2** |
| **5** | Discuss the Customer & Customer perception of Quality | **10 Marks** | **L2** | **CO3** |
| **6** | Discuss the various Quality Planning Tools | **10 Marks** | **L2** | **CO4** |

**Part B**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Answer the Questions. Each question carries 20 marks 2Q x 20 = 40 Marks** | | | | |
| **7.** | Discuss the employee recognition, reward & performance appraisal system | **20 Marks** | **L3** | **CO3** |
|  | | | | |
| **8.** | Discuss the Kano Model for Customer’s need analysis | **20 Marks** | **L3** | **CO4** |

**\*\*\*\*\* BEST WISHES \*\*\*\*\***