

**B.Tech. MECHANICAL ENGINEERING
(BTMEVI)**

Term-End Examination

June, 2013

**BIMEE-019 : TOTAL QUALITY MANAGEMENT
(TQM)**

Time : 3 hours

Maximum Marks : 70

Note : Attempt any five questions. All questions carry equal marks.

1. (a) Write an essay about do's and dont's for the top management to keep the quality movement alive in the organisation. 7+7
(b) What are the causes of operator errors and list some of the corrective measures ?
2. (a) Briefly explain the four stages of TQM evolution. 7+7
(b) Explain any two methods of inspecting a finished product.
3. (a) Discuss control charts for variables and attributes. 7+7
(b) What is process capability ? Explain.
4. (a) Enumerate the characteristic of Quality Cost. 7+7
(b) Discuss the importance of Reliability.

5. (a) State the merits and demerits of JiT 7+7 production system.
(b) What are the objectives of ISO 9000 ?
6. (a) Explain the working principle and 7+7 advantages of Quality Circles.
(b) Briefly explain Taguchi Loss function.
7. (a) What are the essential features of a good 7+7 organisation structure ?
(b) Write short notes on TQM modern concept.
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