

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

**Term-End Examination**

**June, 2016**

00406

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

*Time : 3 hours*

*Maximum Marks : 70*

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**Note :** *Attempt any five questions. All questions carry equal marks. Use of scientific calculator is permitted.*

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1. Define Total Quality Management (TQM). Discuss the basic concepts of TQM with suitable examples. 14
  
2. What do you understand by supplier relationship ? Describe the various principles of customer/supplier relationships to enhance the quality of products and services. 14
  
3. Define Cost of Quality. What are the various types of Quality Costs ? Describe them in detail with suitable examples. 14
  
4. What is the purpose of control charts ? What are the different types of control charts ? Explain any one of them in detail with a suitable example. 14

5. What is ISO 9000 ? Describe the various series under ISO 9000. What are the benefits of implementing ISO 9001 Quality Management system in an organization ? 14
6. Discuss the role of Top Management in TQM. Also describe the attitude and responsibility of operators in TQM. 14
7. Write short notes on any **four** of the following :  $4 \times 3 \frac{1}{2} = 14$
- (a) Quality Circles
  - (b) Taguchi Loss Function
  - (c) JIT in Quality
  - (d) Quality in Sales and Services
  - (e) Process Capability
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