

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

**Term-End Examination**

**June, 2017**

00867

**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.

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1. (a) What are the key elements of TQM ?  
Discuss why customer focus is important in TQM. 7
- (b) With the help of suitable example, explain the documentation process in ISO 9000. 7
2. (a) What do you understand by 'cost of quality' ?  
Explain the components of cost of quality. 7
- (b) Why is empowering of people important in TQM ? Discuss the conditions required for empowering people. 7

3. (a) Define reliability. Discuss why it is important to analyze the reliability of a manufacturing system. 7
- (b) What is a bath-tub curve ? Explain the reasons for its particular shape. 7
4. (a) What is a JIT production system ? Explain it with the help of a diagram. 7
- (b) What are quality circles ? With a suitable example, discuss its importance in TQM implementation. 7
5. (a) With the help of a suitable example, explain Quality Function Deployment (QFD). 7
- (b) What is quality audit ? Discuss the significance of quality audit in TQM. 7
6. What do you understand by supplier relationship management ? Describe various types of supplier relationships. Discuss how supplier relationships improve the quality of products and services. 14
7. Write short notes on any *two* of the following : 7+7=14
- (a) Top Management Commitment in TQM Implementation
- (b) ABC Analysis
- (c) Critical Success Factors in TQM
- (d) Kaizen