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

00243   Term-End Examination

June, 2018

BIMEE-019 : TOTAL QUALITY MANAGEMENT (TQM)

Time : 3 hours   Maximum Marks : 70

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

1. (a)   Define "Modern concept of TQM". Describe
          its importance in industries.   7

    (b)   Explain how you will improve the quality
          in sales and service sector using the
          concept of TQM.   7

2. (a)   Discuss the role of top management in
          setting a road map for quality improvement
          in an organization.   7

    (b)   Define "cost of quality". What are the
          various types of quality costs ? Explain.   7

3. (a) Explain procurement of products and its procedure. 7

(b) What do you understand by quality of conformance and quality of design ? 7

4. (a) What is the purpose of control charts ? Explain how this purpose is achieved. 7

(b) Explain the relationship between Total Quality Management (TQM) and Quality Control. 7

5. (a) Discuss the significance of Quality Circles in Total Quality Management (TQM). 7

(b) What do you understand by reliability ? Why is it important to analyse the reliability of a manufacturing system ? 7

6. (a) What is the purpose of Quality Function Deployment (QFD) ? How does it accomplish that purpose ? 7

(b) How can a design team improve the quality of design ? Explain with suitable examples. 7

7. Write short notes on any *four* of the following : $4 \times 3 \frac{1}{2} = 14$

(a) Bath-tub Curve

(b) Human Factor in Quality

(c) ISO 9000

(d) Quality Audit

(e) Zero Defects

(f) Operating Characteristic Curve (OC curve)

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