

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

Term-End Examination

December, 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) Explain how TQM evolved over the years, 7+7 highlighting the special features in each stage.
(b) Explain how will you improve the quality in sales and service sector using TQM concepts.
2. (a) How do clearly defined objectives help in 7+7 managing the organisation ?
(b) Explain the role of top Management in setting a road map for quality improvement in an organisation.
3. (a) Briefly explain the construction and analysis 7+7 of \bar{X} -R. Chart using an examples.
(b) What are the uses of Control Charts ?

4. (a) Explain zero defect model with an example. 7+7
(b) Explain the terms :
(i) failure Density
(ii) failure rate
(iii) Mean Time Between Failure
5. (a) Explain different types of JIT production 7+7 system.
(b) Discuss in detail the elements of ISO 9000.
6. Write short notes on : 3.5x4=14
(a) Quality cost
(b) Quality circle
(c) MTTF and MTTR
(d) Taguchi loss function
7. (a) What is the registration process for ISO 9000 7+7 Quality System ?
(b) Describe the merits and demerits of decentralization in an organisation.
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