

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

Term-End Examination

00225

December, 2014

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

Time : 3 hours

Maximum Marks : 70

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

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|----|-----|---|---|
| 1. | (a) | Explain the philosophy of TQM. | 7 |
| | (b) | Elaborate guarantee and analysis of claims. | 7 |
| 2. | (a) | Explain with the help of examples, how human behaviour influences quality management. | 7 |
| | (b) | What do you understand by quality of conformance and quality of design ? | 7 |
| 3. | (a) | Discuss control charts for variables and attributes. | 7 |
| | (b) | Explain the concept of process capability. | 7 |
| 4. | (a) | Explain the Zero Defects and its principles. | 7 |
| | (b) | Explain the term reliability. Given failure rate = 0.0002 per hour, determine the reliability of the product at 1,200 hours and 12,000 hours. | 7 |

5. (a) What do you understand by ISO 9000 ?
What are the various certifications used in
ISO 9000 ? 7
- (b) Explain the concept of ABC inventory
control. 7
6. (a) Write a short note on Acceptance sampling. 7
- (b) Discuss Quality Circle and its importance
in TQM implementation with the help of an
example. 7
7. What is JIT Production System ? Explain with
the help of one case-study. 14
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