

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

**Term-End Examination**

**December, 2016**

00369

**BIMEE-019(S) : 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) Define 'Quality'. Discuss how the concept of quality has changed in recent years. 7
- (b) Write the obstacles that a manager faces while implementing TQM in his/her organization. Explain the obstacles with suitable examples. 7
2. (a) With the help of suitable examples, explain how the consumer's perspective of quality differs from the producer's perspective. 7
- (b) Discuss how quality of design differs from quality of conformance. Give suitable example to support your answer. 7

3. (a) With suitable examples, differentiate between control chart for attributes and control chart for variables. 7
- (b) Discuss the factors that determine how much to inspect and where to inspect for any (product's) inspection process for a manufacturing unit. 7
4. (a) Explain the concept of JIT. How does it help in improving the quality of a manufacturing system ? 7
- (b) Discuss the significance of quality circles in Total Quality Management. 7
5. (a) Explain the concept of ABC Analysis in Inventory Control. 7
- (b) What do you understand by ISO 9000 ? What are the various certifications required in ISO 9000 ? 7
6. Discuss how the top management helps TQM implementation in an organization. Describe the responsibility of operators in effective TQM implementation. 14
7. Write short notes on any *two* of the following : 7+7
- (a) Quality Audit
- (b) Acceptance Sampling
- (c) Quality Function Deployment (QFD)
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