

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

Term-End Examination

00862

December, 2017

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 main elements of TQM. Why is customer focus so important in TQM ? 7
 - (b) Explain how human behaviour factors influence quality management. 7
 2. (a) What is the significance of cost of quality ? How is cost of quality measured ? 7
 - (b) Why is empowering of people considered in TQM ? What are the conditions required for empowering people ? Explain. 7
 3. (a) What do you understand by ISO 9000 ? What are the various classifications used in ISO 9000 ? 7
 - (b) Explain the concept of ABC inventory control. How can it help TQM ? 7

4. (a) What are the essential features of a good organizational structure? Explain. 7
- (b) Explain the difference between attribute control charts and variable control charts. 7
5. (a) Explain the concept of JIT. How does it help a manufacturing system to improve quality? 7
- (b) Briefly explain the construction and analysis of \bar{X} -R chart with a suitable example. 7
6. (a) Discuss with a suitable example, the methods and techniques for manufacturing to improve quality. 7
- (b) What should be the attitude of top management for enhancing productivity in an organisation? 7
7. Write short notes on any **four** of the following : $4 \times 3 \frac{1}{2} = 14$
- (a) Quality Concept in Design
- (b) Reliability Control
- (c) Economics of Quality Value
- (d) Acceptance Sampling
- (e) MTTF and MTTR
- (f) Taguchi Loss Function
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