

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

Term-End Examination

June, 2019

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

Time : 3 hours

Maximum Marks : 70

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. (a) Explain the main elements of TQM. Why is customer focus so important in TQM ? 7
- (b) How is the documentation for ISO 9000 Quality Management System (QMS) done ? Explain the documentation process, giving suitable examples. 7
2. What do you understand by supplier relationship ? Describe the various principles of customer/supplier relationships to enhance the quality of products and services. 14
3. (a) Define the two major categories of quality costs and how they relate to each other ? 7
- (b) Discuss, how can a quality management affects productivity. 7
4. What is the purpose of control charts ? What are the different types of control charts ? Explain any one of them in detail with a suitable example. 14

5. (a) Define reliability. What are the two ways reliability can be expressed ? 7
(b) How is reliability of many components attached in series/parallel related ? Explain with examples. 7
6. Discuss the role of Top Management in TQM. Also describe the attitude and responsibility of operators in TQM. 14
7. Write short notes on any four of the following : $4 \times 3\frac{1}{2} = 14$
(a) Defect Study
(b) Quality Function Deployment (QFD)
(c) Quality Audit
(d) Bath-tub Curve
(e) Quality Control
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