

Total No. of Questions : 10]

SEAT No. :

P1447

[Total No. of Pages : 2

[6004]-474

B.E. (Civil)

TQM AND MIS

(2019 Pattern) (Semester-VIII) (Elective-VI) (401014 A)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Solve Q.1 or Q.2, Q.3 or Q.4, Q.5 or Q.6, Q.7 or Q.8, Q.9 or 10.
- 2) Figures to the right indicate full marks.
- 3) Neat diagrams Should be drawn wherever necessary.
- 4) Assume suitable data if necessary.

Q1) a) Explain in details various barriers affecting on the implementation of TQM in construction sector? [5]

b) Explain the contribution of any two QM Gurus highlight their views regarding quality. [5]

OR

Q2) a) Workman ship is important parameter of quality work' explain in details. [5]

b) Explain in details DMAIC & DMADV. [5]

Q3) a) Explain in details on six sigma in construction with respect to its advantages and limitations. [5]

b) What are the contents of quality manual? Describe its structure. [5]

OR

Q4) a) Explain in details principle of ISO 9001 and explain any two? [5]

b) Explain in details six sigma? Explain their certification levels. [5]

Q5) a) Explain in details benchmarking is important role in TQM? [6]

b) Describe the main features and process of quality circle. [6]

c) Explain the flow of cost of quality. How it will be effect any construction project? [4]

OR

P.T.O.

- Q6)** a) Explain with example CONQAS. [6]
b) Explain in details CIDC-CQRA certification. [6]
c) Explain zero defects with suitable example. [4]

- Q7)** a) Explain with example 5S techniques. [6]
b) Explain in details four elements of Zero defects explain with a suitable example. [6]
c) Explain the role of awards in TQM. [4]

OR

Q8) Explain in details’.

- a) FEMA. [6]
b) Rajiv Gandhi National quality Award [6]
c) Malcolm Baldrige National Quality Awards [4]

- Q9)** a) Explain in details DSS with example and write their advantages. [6]
b) Explain in details operation support system. [6]
c) Explain in details MIS? With its objectives. [6]

OR

- Q10)** a) Explain in details support system? Explain various components of DSS. [9]
b) Explain in details between data and information. [9]

