**[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]**

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