

Total No. of Questions : 10]

SEAT No. :

[Total No. of Pages : 2

P3061

[5059]-511

B.E.(Civil)

TQM&MIS IN CIVIL ENGINEERING
(2012 Course)(Elective-II)(Semester-I) (401005)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Answer Q1 or Q2, Q3 or Q4, Q5 or Q6, Q7 or Q8, Q9 or Q10.
- 2) Neat diagrams must be drawn wherever necessary.
- 3) Figures to the right side indicate full marks.
- 4) Assume suitable data if, necessary.

- Q1)** a) What is the importance of Quality in construction field? [4]
b) State the contributions by Quality Guru Joseph Juran in the field of Quality management. [6]

OR

- Q2)** a) Explain following QC tools in short. [6]
i) Cause and effect diagram
ii) Histogram
b) Write a short note on Quality Circle. [4]

- Q3)** a) What are the obstacles in implementing TQM on construction sites? [4]
b) What is Decision support system? What should be the characteristic of effective DSS? [6]

OR

- Q4)** a) Write steps of implementation of MIS. [4]
b) What are the common defects found after concreting? What are its probable causes? [6]
Q5) a) What are the contents of Quality Manual? Describe its structure. [6]
b) Prepare checklist of formwork activity at various stages of work. [6]
c) Differentiate between TQM and TQC. [6]

OR

P.T.O.

- Q6)** a) What is meant by conformity and non conformity? Explain with the help of suitable examples. [6]
- b) Explain following Quality Management Principles w.r.t ISO 9001 [6]
- i) Customer focused organization
 - ii) System Approach to Management
- c) Write short notes on any one of the following. [6]
- i) Importance of checklist
 - ii) External customers
 - iii) Leadership

- Q7)** a) What do you mean by 'Benchmarking'? How is it related to productivity? [8]
- b) What is the 'Cost of Quality'? How can it be calculated? Explain with the help of suitable example. [8]

OR

- Q8)** a) Explain in detail the concept of Supply Chain Management [8]
- b) What are the benefits of strategic planning? [8]
- Q9)** a) What are the applications of Data Base Management system in construction industry? [8]
- b) What are the advantages of using ERP for human resource management and inventory management in construction field? [8]

OR

- Q10)** a) How will you use GPS effectively while dealing with concreting activities at various locations? [8]
- b) Explain any one ERP software available in market and discuss its applications for quality improvement on site. [8]

