

03/06/15

QP Code : 5252

(3 Hours)

[Total marks :80

Attempt any four questions.

Legible handwriting and practical examples will be appreciated

Q.1

(20)

- a Define Quality. Why is it required in any project? Enlist the various dimensions of quality.
- b Define TQM. What are its basic concepts?
- c What are the steps involved in ISO-9000 certification? Enlist the benefits of this quality system.
- d What is Kaizen? What are its features? Briefly explain 5S concept.

Q.2

(20)

- a Write a note on Demings contribution to the field of TQM.
- b Enlist the principles of TQM. What are the barriers in the effective implementation of TQM?

Q.3

(20)

- a What is Quality function deployment ? Explain its objectives, process and benefits.
- b Write a detailed note on steps involved in benchmarking process.

Q.4

(20)

- a Write a note on FMEA with a suitable example of any construction activity. 07
- b Discuss the importance of checklist for effective implementation of quality on a construction site .Prepare a checklist to be ensured for a concreting activity. 07
- c Differentiate between Quality control and Quality assurance. 06

Q.5

(20)

- a Explain how leadership is important for a good TQM system. How does a good leader empowers his employees ?
- b You are the manager for the implementation of quality in a construction company. You have to improve the quality of internal and external plastering being executed on the site. Suggest :
 - i. Ways to identify existing poor quality issues.
 - ii. Quality of workmanship to be achieved.
 - iii. Physical and chemical properties of the materials to be used.
 - iv. Preventive measures to ensure quality.

Q.6

(20)

- a What are the different quality statements of an organization? What are the duties of quality council in achieving them ?
 - b Write a detailed note on major elements of ISO-14000 or similar EMS standards.
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