

GUJARAT TECHNOLOGICAL UNIVERSITY**M. E. - SEMESTER – I • EXAMINATION – WINTER • 2013****Subject code: 714905****Date: 03-01-2014****Subject Name: Total Quality Management for Construction Projects****Time: 10.30 am – 01.00 pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) Define Quality and Explain Dimensions of Quality. **07**
(b) What is Quality Control? Explain the objectives of Quality Control. **07**
- Q.2** (a) Describe the role of engineer, contractor in total quality management of construction work. **07**
(b) Explain the significance of evolution chart of quality management with suitable example. **07**
- OR**
- (b) Define the following terms. **07**
(1) Quality Planning (2) Quality Council
(3) Quality Statement (4) Strategic Planning
- Q.3** (a) Describe the importance of customer satisfaction for organization with reference to construction industry. **07**
(b) Explain Customer Appraisal, Reward and Recognition. **07**
- OR**
- Q.3** (a) Justify the requirement of quality control in concreting work **07**
(b) Enlist and explain the various Steps for Supplier Selection Process? **07**
- Q.4** (a) Enlist seven quality tools and explain any one in detail. **07**
(b) Explain the concept of Six Sigma with suitable example in term of Quality Management with Advantages of Six Sigma. **07**
- OR**
- Q.4** (a) Explain:- **07**
(1) Central Tendency and Dispersion (2) Population and Sampling
(b) What is Benchmarking? Explain with suitable example. **07**
- Q.5** (a) Enlist and explain the features of ISO 9000:2000 in detail. **07**
(b) Give Difference Between QFD and FEMA. **07**
- OR**
- Q.5** (a) Give your comments with description on TQM for construction projects in countries like India. **07**
(b) Describe the role of TQM for the solving the issue of low productivity. **07**
