Seat No.:	Enrolment No.
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GUJARAT TECHNOLOGICAL UNIVERSITY

M. E. - SEMESTER - I • EXAMINATION - WINTER • 2013

Su	bject	code: 714905 Date: 03-01-2014	
Su	bject	Name: Total Quality Management for Construction Projects	
Tiı	me: 1	0.30 am – 01.00 pm Total Marks: 70	
Ins	struc	ctions:	
		Attempt all questions.	
		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, contactor 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	07
	(b)	reference to construction industry. Explain Customer Approical Reward and Recognition	07
	(b)		07
0.4	()	OR	0=
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. OR	07
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
Q.5	(b)	Give Difference Between QFD and FEMA.	07
	(0)	OR	U/
0.5	(c)		07
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
