

# CBCS SCHEME

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15CT61

## Sixth Semester B.E. Degree Examination, June/July 2019 Construction Quality Management

Time: 3 hrs.

Max. Marks: 80

Note: Answer any FIVE full questions, choosing ONE full question from each module.

### Module-1

- 1 a. Define quality. Discuss how competitiveness is measured in construction industry. (08 Marks)  
b. Discuss about the four main components of quality management system. (08 Marks)

OR

- 2 a. Explain the steps involved in the quality planning process. (06 Marks)  
b. Explain the primary categories of quality cost and also discuss how will you determine the optimum cost. (10 Marks)

### Module-2

- 3 a. Differentiate between internal customer and external customer. Discuss how customer satisfaction is achieved. (08 Marks)  
b. Discuss the need, construction and applications of control charts for variables. (08 Marks)

OR

- 4 a. Discuss the Deming's philosophy for TQM. (08 Marks)  
b. Briefly explain the benefits of ISO:14000 certification. (08 Marks)

### Module-3

- 5 a. Define quality circle. What are the key characteristics of quality circle? (08 Marks)  
b. Explain the functions of a leader in quality circle. (08 Marks)

OR

- 6 a. Explain the steps involved in the formation of a quality circle. (08 Marks)  
b. Discuss the functions of a steering committee in making the quality circles operation a success. (08 Marks)

### Module-4

- 7 a. Discuss the precaution to be taken during and after concreting operation. (08 Marks)  
b. Explain the checklists for cleaning and storage of formwork. (08 Marks)

OR

- 8 a. Explain the quality control checks undertaken for brickwork operation in construction. (08 Marks)  
b. Explain the importance of quality control for woodworks and electrical works in construction site. (08 Marks)

### Module-5

- 9 a. What is meant by benchmarking? What are the benefits of benchmarking? (08 Marks)  
b. Explain the practical considerations in developing QA/QC systems. (08 Marks)

OR

- 10 a. Define quality planning? What is needed for a leader to be effective? (08 Marks)  
b. What are the objectives of training? What are the concepts to achieve a motivated work force? (08 Marks)

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.  
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.