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MANIPAL INSTITUTE OF TECHNOLOGY

MANIPAL

A Constituent Institution of Manipal University

II SEMESTER M.TECH. (CONSTRUCTION ENGG. & MANAGEMENT)

END SEMESTER EXAMINATIONS, APRIL/MAY 2017

SUBJECT: Construction Quality Management [CIE 5233]

REVISED CREDIT SYSTEM

(25/04 /2017)

Time: 3 Hours

MAX. MARKS: 50

Instructions to Candidates:

- ❖ Answer **ALL** the questions.
- ❖ Missing data may be suitably assumed.

1A.	What are the objectives and benefits of quality control?	03
1B.	Total quality management is a paradigm shift. Justify.	03
1C.	Write a short note on: (i) Poka -yoke (ii) Kaizen	04
2A.	What are measurement frameworks?	03
2B.	What are the objectives of quality circles?	04
2C.	Explain the things to be considered while forming a partnership	03
3A.	Write a note on types of capability studies.	03
3B.	Explain the different components of the house of quality.	03
3C.	How do you sustain improvement in an organization?	04
4A.	What is Kanban? Explain the different type of Kanban systems.	04
4B.	Write a short note on (i) Supply chain management (ii) QMS	04
4C.	Company A received an average of 12 complaints per month last year. In November they received 17 complaints. Management sets an acceptable level at 2. It costs the company Rs.2500/- directly per compliant to correct the problems. They determined the cost in lost sales to be Rs.5000/-. Calculate the quality loss function	02
5A.	Define the terms: (i) DMAIC (ii) Six sigma	02
5B.	Explain the different types of Bench marking	04
5C.	What are the principles behind the ISO 14000 series? Write a short note on Hoshin kanri model	04