

FOURTH/THIRD YEAR FIRST SEMESTER EXAMINATION

(FOR 2017/2018 ACADEMIC YEAR)

COURSE CODE: BBM 465/BTM 311/BHM 306

COURSE TITLE: TOTAL QUALITY MANAGEMENT/QUALITY MANAGEMENT SYSTEMS

INSTRUCTIONS TO CANDIDATES:

- Answer Question One and any other three questions.
- The duration of this paper is 3 hours.

Question One

a) Explain the following terms as used in quality Management:

i. Total Quality Management

(2marks)

ii. Quality Management System

(2 marks)

b) In today's business world, organizations have been seen committing a lot of resources seeking ISO Certification. Discuss some benefits that accrue from ISO certification to an organization.

(6 marks)

c) Edward Deming suggested that management suffers from seven deadly sins/diseases that undermine organizational efforts to achieving quality in products or services. Identify five such diseases.

(5 marks)

d) The American Society for Quality Survey of end-user perception has provided six major attributes of what consumers perceive as quality. Briefly explain these attributes.

(6 marks)

e) A Quality Management System (QMS) helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis. Identify and explain four basic steps to implementing a quality management system.

(4 marks)

(4 marks)

✓ **Question Two**

- a) Discuss the five components of Philip Crosby's vaccination serum (10 marks)
- b) Explain five principles of quality management that are likely to form key foundations of quality management in a modern organization. (5 marks)

✓ **Question Three**

- (*) a) To be successful in implementing total quality management, an organization must concentrate on certain key elements. Identify and explain five such elements (10 marks)
- b) Highlight five barriers to ISO certification for an organization (5 marks)

✓ **Question Four**

- a) Quality Management Systems (QMSs) are created to address an organization's unique needs. However there are some general elements common to all QMSs. Identify eight such common elements. (8 marks)
- b) State three ways through which quality audits can be done (3 marks)
- c) Highlight four quality costs (4 marks)

Question Five

- a) Provide three instances when a product or a service may be considered defective (3 marks)
- b) Identify the major sources or groups responsible for supplying defective products or services. (4 marks)
- c) Discuss four conditions under which a manufacturer cannot be held responsible for a defective product (4 marks)
- d) For proper implementation of total quality management, employees need to be trained on a number of skills. Explain four such skills. (4 marks)