



GARISSA UNIVERSITY

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR FOUR
FIRST SEMESTER EXAMINATION**

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 465

COURSE TITLE: TOTAL QUALITY MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 06/12/17

TIME: 09.00-12.00 PM

INSTRUCTION TO CANDIDATES

- The examination has SIX (6) questions
- Question ONE (1) is COMPULSORY
- Choose any other THREE (3) questions from the remaining FIVE (5) questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of TWO (2) printed pages

please turn over



QUESTION ONE (COMPULSORY)

A defense contractor manufacturer rifles for the military. The military has exacting quality standards that the contractor must meet. The military is very pleased with quality of the products provided by the contractor. However, the contractor is experiencing high quality related costs.

- (a) Discuss the reasons for the contractor's high quality related costs [10 marks]
- (b) Explain the concept of JIT. How does it help the manufacturing system to improve productivity [7 marks]
- (c) Discuss the benefits of implementing ISO in an organization. [8 marks]

QUESTION TWO

- (a) Explain the extent to which quality is a universal concept [10 marks]
- (b) Discuss the responsibilities of the different departments of an organization as far as the quality function is concerned. [5 marks]

QUESTION THREE

- (a) Explain the factors that influence customer perception of quality. Discuss the minthe context of an industry of your choice. [10 marks]
- (b) Discuss the concept of Business Process Re-engineering [5 marks]

QUESTION FOUR

- (a) Explain the meaning of the term statistical process control. [3 marks]
- (b) Outline the following terms as applied in quality process planning: [12 marks]
 - i. Brainstorming
 - ii. Pareto analysis
 - iii. Ishikawa diagrams
 - iv. Checklist

QUESTION FIVE

- (a) Discuss the quality eras in the evolution of quality management thought [10 marks]
- (b) Describe **five** dimensions of quality [5 marks]

QUESTION SIX

- (a) Briefly discuss the fundamental factors which affect quality of product or service [7 marks]
- (b) Describe the various types of inspections [8 marks]

