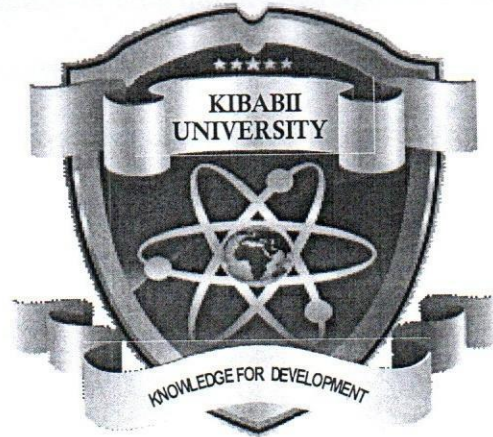


**KIBABII UNIVERSITY**



**UNIVERSITY EXAMINATIONS**

**2019/2020 ACADEMIC YEAR**

**SECOND YEAR FIRST SEMESTER**

**FOR THE DIPLOMA IN BUSINESS MANAGEMENT**

**COURSE CODE: DPM 102**

**COURSE TITLE: TOTAL QUALITY MANAGEMENT**

**DATE: 03/02/2021**

**TIME: 11.00 AM – 1.00PM**

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**INSTRUCTIONS TO CANDIDATES**

Answer All questions in Section A and Any other **TWO (2)** Questions from section B

## SECTION A : ( ANSWER ALL QUESTIONS- 30 MARKS)

1. (a). Give the working definition of total quality management (2mks)
- (b). Differentiate between quality improvement and quality assurance (4mks)
- c). State and explain the characteristics of total quality management. (6mks)
- (d).State and explain the basic principles of quality management.(8mks)
- (e). Illustrate the quality design process (10mks)

## SECTION B: ANSWER ANY TWO QUESTIONS- 40MKS

2. (a). What are the components of total quality management programme (10mks?)
- (b). Elaborate on the procedures in introducing total quality management.(10mks)
3. (a). Organizations have had various, drawbacks in implementing total quality management programmes in their operations. Elaborate on the difficulties that organizations face in implementing total quality management (10mks)
- (b). State and explain the action plans for training for total quality management implementation in organizations. (10mks)
4. (a) Define the cost implication of total quality management(4mks)
- (b). State and explain the main types of total quality management costs identified (16mks)
5. (a). State and explain any five steps to quality improvement as stated by Phillip Crosby. (10mks).
- (b). Explain the role of society in quality management (10mks).