

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2019/2020 ACADEMIC YEAR
FOURTH YEAR FIRST SEMESTER
SPECIAL/SUPPLEMENTARY EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE
COURSE CODE: BCO 401
COURSE TITLE: QUALITY MANAGEMENT**

DATE: 09/02/2021

TIME: 08.00AM-11.00AM

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

TIME: 2 Hours

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE

- a) Most organizations are abandoning traditional management and adopting total quality management. Using illustrations explain the difference between total quality management and traditional management. (10 Marks)
- b) Using adequate examples explain the advantages of embracing total quality management in an organization (10 Marks)
- c) Clearly explain any ten dimensions of quality management (10 Marks)

QUESTION TWO

- a) Total quality management is about continuous process of improvement. Define continuous process of improvement and discuss the various phases of this process (10 Marks)
- b) Quality has undergone various stages. Using examples clearly explain the quality hierarchy (10 Marks)

QUESTION THREE

- a) Most organizations experience various challenges while implementing total quality management. Explain the various steps the organization should take to overcome these challenges (10 Marks)
- b) Using examples, define a quality council and discuss the duties of a quality council in an organization (10 Marks)

QUESTION FOUR

- a) Continuous process is enhanced through employee involvement. Explain the meaning of employee involvement and its benefits to an organization (10 Marks)
- b) Briefly explain the economic justification for total quality management by clearly illustrating using an organization of your choice (10 Marks)

QUESTION FIVE

- a) For any organization to survive the 21st century they must re-engineer their processes. Using adequate examples define business re-engineering. Explain what causes this process to fail in most organizations (10 Marks)
- b) Define quality control. Using an organization of your choice explain the steps in quality control (10 Marks)