

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

MAIN EXAMS (EVENING)

2020/2021 ACADEMIC YEAR

FOURTH YEAR SECOND SEMESTER

**FOR THE DEGREE OF BACHELOR OF
COMMERCE/BUSINESS MANAGEMENT**

COURSE CODE: BCO 411

COURSE TITLE: QUALITY MANAGEMENT

DATE: 04/08/2021

TIME: 9.00AM-11.00AM

INSTRUCTIONS TO CANDIDATES

- 1) Answer Question **ONE**(Compulsory) and **ANY OTHER TWO** Questions
 - 2) Candidates must hand in their answer booklets to the invigilator while in the examination room
 - 3) Credit is given for legibility, clarity and use of relevant examples
 - 4) Question **ONE** is **30 marks** while Questions **2-5** carry **20 marks** each
 - 5) Clearly write your **Registration Number** on each answer sheet used
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TIME:2 Hours

KIBU observes ZERO tolerance to examination cheating

QUESTION ONE

- a) Business process reengineering (BPR) is redesigning business processes in the organisation. BPR brings radical changes in the processes those generate value to the customers. What is the importance of BPR to an organization? (10mks)
- b) Explain the benefits of ISO (10mks)
- c) Discuss Crosbys steps of building an effective quality program (10mks)

QUESTION TWO

- a) Organizations must strive for continued quality improvement to sustain customer satisfaction through feedback. Explain the mechanism used by organizations for feedback (10mks)
- b) Total Quality Management (TQM) is a management approach for an organization, centered on quality, based on the participation and commitment of all the internal and external customers and aiming at strategically long-term success through customer satisfaction, and benefits to all members of the organization and to society. Explain the Principles of TQM (10mks)

QUESTION THREE

- a) According to Deming, dreadful diseases are management practices that are harmful. Clearly explain these deadly diseases as propounded by Deming (10mks)
- b) Why would an organization engage in quality control? (10mks)

QUESTION FOUR

- a) Total Quality Management is mainly concerned with continuous improvement in all work. What are the Objectives of TQM? (10mks)
- b) A Quality Management System is a collection of policies, procedures, plans, resources, processes, practices, and the specification of responsibilities and authority of an organization designed to achieve product and service quality levels, customer satisfaction and company objectives. What are the benefits of quality management system to an organization? (10mks)

QUESTION FIVE

- a) A quality council is established to provide overall direction om matters of quality to the organization. What are the general duties of a quality council (10mks)
- b) Clearly explain the objectives of the internal audit (10mks)