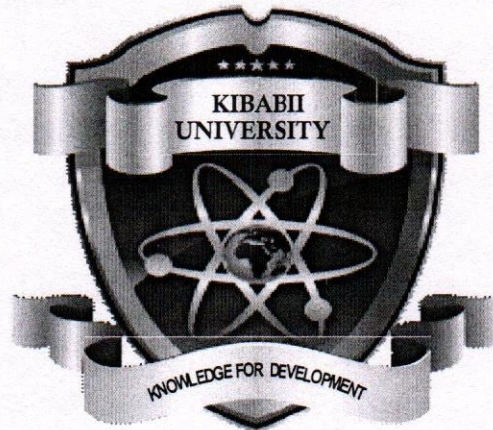


# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS SPECIAL/SUPPLEMENTARY EXAMS 2016/2017 ACADEMIC YEAR

### SECOND YEAR FIRST SEMESTER

### FOR THE DIPLOMA IN BUSINESS MANAGEMENT

**COURSE CODE: DPM 102**

**COURSE TITLE: TOTAL QUALITY MANAGEMENT**

**DATE: 28<sup>TH</sup> SEPTEMBER 2017**

**TIME: 3.00 – 5.00PM**

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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)

QN. 1. (a). write short notes on the following key quality improvement concepts.

(i). processes (2mks)

(ii). Customers and suppliers (2mks)

(iii). Quality (2mks)

(iv). Quality cycles (2mks)

(v).systems.(2mks)

(b). what are the causes of product liability. (5mks)

©.state and explain ways of preventing product liability (5mks)

(d). explain the functions of the following organizational departments in relation to quality.

(i). marketing department(2mks)

(ii). Design department(2mks)

(iii).purchasing department(2mks)

(iv). Production department(2mks)

(v).distribution department.(2mks)

SECTION B; ANSWER ANY TWO QUESTIONS- 40MKS

2. (a). Organizations should focus on creating value of customers, employees, shareholders, suppliers etc. state and explain how organizations can create value for;

(i). customers (2mks)

(ii). Employees (2mks)

(iii). Community (2mks)

(iv). Suppliers (2mks)

(v). government. (2mks)

(b).culture can be defined as the behaviour , norms, assumptions, patterns, values, artifacts that a group develops as it learns to corp with internal and external problems of survival and prosperity.

State and explain the mechanisms for developing culture in organizations.(10mks)

3. (a). Enumerate on the procedures of selecting team members within organizations.(10mks).

(b). ISO 14000 is part of a comprehensive management system that address how overall business activities including its products and services impact the environment. State and explain the benefits of ISO 14000 to an organization. (10mks)

4. (a) team building is improving the team with necessary skills to ensure participating of everybody in achieving the goals of the team. What are the situations that require team building within an organization.(10mks)

(b). product liability occurs where products cause harm to the users public and environment . state and explain the causes of product liability.(10mks)

5.(a). state and explain ways of minimizing product liability(10mks)

(b). ergonomics is the science of designing the job,equipment at one place to fit the work. State and explain the benefits of proper workplace ergonomics design.(10mks)