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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2020/2021 ACADEMIC YEAR
THIRD YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

Date: 18th December, 2020

Time: 2.30pm – 4.30pm

KGM 401 - IMPLEMENTING TOTAL QUALITY

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain three costs of quality. (6 Marks)
- b) Discuss the benefits of bench marking (6 Marks)
- c) Explain the first three team development phases (6 Marks)
- d) Explain three areas you will apply the knowledge you have achieved from studying Total Quality Management. (6 Marks)
- e) Briefly explain three types of bench marking. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss five views of quality concepts. (10 Marks)
- b) Describe various correlates of quality (10 Marks)

QUESTION THREE (20 MARKS)

- a) Explain briefly various quality management principles. (10 Marks)
- b) Discuss five benefits of ISO 9000 (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss briefly five steps of benchmarking. (10 Marks)
- b) Using T diagram, Discuss the differences between quality circles and quality focus teams. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain any ten elements of ISO 9000. (10 Marks)
- b) Discuss various dimensions of quality (10 Marks)