



**MURANGA UNIVERSITY COLLEGE**

(A constituent College of Jomo Kenyatta University of Agriculture & Technology)

**MAIN CAMPUS**

**SUPPLEMENTARY/ SPECIAL UNIVERSITY EXAMINATIONS**

**2014/2015 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER EXAMINATIONS**

**FOR THE DEGREE OF**

**BACHELOR OF PROCUREMENT AND SUPPLIES MANAGEMENT**

**COURSE CODE: HPS 2211**

**COURSE TITLE: TOTAL QUALITY MANAGEMENT**

**TIME: 3 HOURS**

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**INSTRUCTIONS TO CANDIDATES**

Question ONE (1) is compulsory  
Answer THREE (3) questions

MRUC observes Zero tolerance to examinations irregularities

This paper consists of 2 printed pages. Please turn over



### Question One

- a) Explain five benefits an organization will derive from introduction and implementation of total quality management. (10marks)
- b) Outline the generic model for implementing total quality management (12 marks)
- c) Explain four factors to consider when selecting suppliers in order to ensure quality Purchasing (8marks)

### Question two

- a) Briefly explain the demin's fourteen point plan that an organization can adopt in implementing TQM (14marks)
- b) Discuss the concept of continual improvement (6marks)

### Question three

Explain the following terms as used in total quality management

- a) Quality manual (5marks)
- b) International standard organization (5marks)
- c) Acceptance sampling (5marks)
- d) Quality audit (5marks)

### Question four

- a) Briefly explain the historical development of total quality management (10marks)
- b) Discuss the importance of product specification in quality measurement (10marks)