



## MURANG'A UNIVERSITY COLLEGE

(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY)

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SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF HUMAN RESOURCE

### SPECIAL/SUPPLEMENTARY EXAM

COURSE NAME: TOTAL QUALITY MANAGEMENT

UNIT CODE: HPS 2211

DATE: 6<sup>TH</sup> AUGUST 2015

TIME: 9.00-11.00AM

#### INSTRUCTIONS

1. Question one is **compulsory**
  2. Answer any **other two questions**
  3. Question one carry **30 marks** while the rest carry **20 marks** each
  4. Plagiarism will attract hefty penalties
  5. Clearly indicate the questions you have attempted on the slots provided on cover page
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1. **A.** Define total quality management according to British Standards Institution standard BS 7850-1:1992. (2 marks)
- B.** In order to achieve excellence, six basic concepts must be followed. Discuss these concepts (12 marks)
- C.** Discuss any eight philosophies views on Total Quality Management, highlighting their differences (16 marks)
2. Write short notes on the following according to W. Edward Deming's.
  - i. Adopt the new philosophy
  - ii. Stop depending on inspections
  - iii. Use a single supplier for any one item
  - iv. Improve constantly and forever
  - v. Use training on the job(20 marks)
3. **A.** Briefly discuss the history of Total Quality Management. (6 marks)
- B.** Explain six sigma in line with Total Quality Management (4 marks)
- C.** Discuss the steps involved in six sigma process (10 marks)
4. Discuss any five elements in Quality Systems. (20 marks)
5. Briefly discuss any five tools of continues improvement (20 marks)