



MURANGA UNIVERSITY COLLEGE

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

MAINCAMPUS

ORDINARY UNIVERSITY EXAMINATIONS

2014/2015 ACADEMIC YEAR

THIRD 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

DATE: 17TH AUGUST 2015

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) ISO 9001 requires the top management to ensure planning of quality management system is carried out in order to meet the requirements. Discuss four issues covered in a generic organizational quality plan **(8 marks)**
- b) Discuss three types of cost through which the impact of quality can be measured **(9marks)**
- c) Explain the role of quality in purchasing and supply chain management **(11 marks)**

QUESTION TWO

- a) The revised ISO 9000:2005 is based on quality management principles. Explain any six such principles **(12marks)**
- b) Describe the process of developing a procedure in a quality management system **(8marks)**

QUESTION THREE

- a) Discuss six advantages of documenting procedures in a quality management system **(12marks)**
- b) One of the objectives of quality purchasing is quality measurement. Enumerate any eight dimensions of quality **(8marks)**

QUESTION FOUR

Write explanatory notes on the following terms as used in quality management:

- a) Quality circles **(4marks)**
- b) Quality assurance **(4marks)**
- c) Six sigma **(4marks)**
- d) Kaizen **(4marks)**
- e) Statistical process control **(4marks)**