



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

SCHOOL OF BUSINESS AND COMMERCE

DEPARTMENT OF HRM

CODE: BIT:2309/ HBC2105/HBC2112 Y2S1

TOTAL QUALITY MANAGEMENT

INSTRUCTIONS: ANSWER QUESTION ONE AND

D ANY OTHER TWO QUESTIONS

DATE: 21ST APRIL 2016

TIME: 2 HOURS

QUESTION ONE

- a.) Define quality (2 marks)
- b.) Explain the objectives of quality control (8 marks)
- c.) Discuss the strategies for quality management (8 marks)
- d.) Explain three characteristics of total quality management (6 marks)
- e.) Discuss the advantages of statistical quality control (6 marks)

QUESTION TWO

- a.) Discuss Philip Crosby's 14 point programme to help managers understand the seriousness of their quality control (12 marks)
- b.) Explain the relevance of total quality management to various business organizations (8 marks)

QUESTION THREE

- a.) Discuss the ways quality circle meetings can be conducted (10 marks)
- b.) Explain the functions of quality assurance in terms of staff and line management (10 marks)

QUESTION FOUR

- a.) Discuss the factors that an organization should consider while selecting ISO model of quality system (12 marks)
- b.) Explain the problems each customer's complaint possess (8 marks)

