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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
THIRD YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

SPECIAL EXAMINATION

1st August, 2022

Time: 11.30am – 1.30pm

KGM 401 - IMPLEMENTING TOTAL QUALITY

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Discuss the contribution of Edward Deming to quality management. [8marks]
- b) Explain three costs of quality. [6 marks]
- c) Discuss the contribution of Joseph Juran to quality management. [8 marks]
- d) Explain using a diagram, four views of quality concepts. [8 marks]

QUESTION TWO (20 MARKS)

- a) What is benchmarking?. [2 marks]
- b) Explain four types of benchmarking. [8 marks]
- c) Explain the process of benchmarking. [10 marks]

QUESTION THREE (20 MARKS)

- a) Explain five quality management principles. [10 marks]
- b) Explain five benefits of ISO 9000. [10 marks]

QUESTION FOUR (20 MARKS)

- a) Briefly explain five benefits of reengineering process. [10 marks]
- b) Briefly explain five principles of business reengineering process. [10 marks]

QUESTION FIVE (20 MARKS)

- a) Explain using a diagram six correlates of quality that further enhances the understanding of quality. [12 marks]
- b) Briefly explain four dimensions of quality. [8 marks]