



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT
4TH YEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR
KISII CAMPUS-PART TIME

COURSE CODE: ABA 418

COURSE TITLE: TOTAL QUALITY MANAGEMENT

EXAM VENUE:

STREAM: (BBA)

DATE: APRIL, 2017

EXAM SESSION:

TIME: 2 HOURS

Instructions:

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 questions**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

QUESTION ONE

- (a) Briefly explain the term Total Quality Management (TQM). (6 Marks)
- (b) Discuss the importance of vendor/vendee relationship in Total Quality Management. (10 Marks)
- (c) Briefly discuss the various phases of Total quality management(TQM) evolution . (10 Marks)
- (d) Explain how service quality can be measured. (4 Marks)

QUESTION TWO

Discuss any four principles of Total Quality Management according to Deming's and show their contribution in the achievement of organizational objectives. (20 Marks)

QUESTION THREE

Discuss the role of quality circles in total quality management in relation to organizational productivity. (20 Marks)

QUESTION FOUR

Discuss the various Quality costs incurred in an organization and how organizations should go about them. (20 Marks)

QUESTION FIVE

By use of relevant examples discuss the importance of total Quality management in a business organization. (20 Marks)