JARAMOGI OGINGA ODINGA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF LOGISTICS AND SUPPLY CHAIN MANAGEMENT

3RD YEAR 2ND SEMESTER 2018/2019 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: BLM 3413

COURSE TITLE: TOTAL QUALITY MANAGEMENT

VENUE: --

DATE: **EXAM SESSION:**

TIME: 2 HOURS

INSTRUCTIONS

1. This paper consists of Five (5) questions.
2. Answer question 1(COMPULSORY) and any other Two questions.
3. Write all answers in the answer booklet provided.

QUESTION ONE

a) Drawing from the work of Ishikawa, discuss six quality control tools and its application to Milgates Ltd. (12 marks)

b) Discuss the Juran's trilogy program and its use in managing quality. (10mks)

c) Explain four functions of management which must be integrated with quality function to give valuable complimentaries. (8mks)

QUESTION TWO

a) Discuss the contribution of Philip Crosby to the total quality management we have today. (10mks)

b) Explain five causes of TQM program failures in an organization. (10mks)

QUESTION THREE

Using an organization you are familiar with, present a case on how the TQM model by Oakland may be applied. (20mks)

QUESTION FOUR

a) Discuss five reasons for benchmarking. (10 mks)

b) Outline and describe five key steps in benchmarking process. (10 mks)

QUESTION FIVE

Quality improvement techniques available for use in an organization may include but not limited to and Quality Function Deployment (QFD). Compare and contrast these techniques. (20 mks)