



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY  
SCHOOL OF BUSINESS AND ECONOMICS  
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION  
YEAR 4 SEMESTER 1 2018/2019 ACADEMIC YEAR  
MAIN CAMPUS**

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**COURSE CODE: ABA 418**

**COURSE TITLE: TOTAL QUALITY MANAGEMENT**

**EXAM VENUE: MAIN**

**STREAM: B.ED**

**DATE: 15/4/18**

**EXAM SESSION: 9.00 – 11.00M**

**TIME: 2 HOURS**

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Instructions:

1. Attempt question one (compulsory) and any other two
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

## **ABA 418 TOTAL QUALITY MANAGEMENT**

**Answer question 1 and ANY other TWO questions.**

### **QUESTION 1**

- a) Using relevant examples, explain any five barriers to Total Quality Management. (10 Marks)
- b) With relevant examples, explain the SERVQUAL tool of quality and its application? (10 Marks)
- c) What is quality cost? (2 Marks)
- d) Explain any four quality costs with relevant examples. (8 Marks)

### **QUESTION 2**

- a) Quality is an unusually slippery concept, easy to visualize yet difficult to define. Discuss. (10 Marks)
- b) Suggest with brief explanations any five factors that affect quality considerations. (10 Marks)

### **QUESTION 3**

- a) Suggest any five benefits that a firm may derive from benchmarking. (10 Marks)
- b) Discuss the 5S principles of Kaizen (10 marks)

### **QUESTION 4**

- a) Technology has increasingly been identified as a catalyst for quality. Discuss (10 Marks)
- b) Define Total Productive Management. (2 Marks)
- c) With relevant explanations, suggest any four big losses attributable to Total Productive Management. (8 Marks)

### **QUESTION 5**

- a) Suggest the main application of Pareto's diagram to quality control. (4 Marks)
- b) How does a process flow diagram assist in process improvement? (6 Marks)
- c) Suggest reasons for carrying out quality audits. (10 Marks)