



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT
4TH YEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR
BUSIA LEARNING CENTRE

COURSE CODE: ABA 418

COURSE TITLE: TOTAL QUALITY MANAGEMENT

EXAM VENUE:--- STREAM: (BBA – FINANCE)

DATE: 22/12/16 EXAM SESSION: 2.00 – 4.00PM

TIME : 2.00 HOURS

Instructions:

- 1. Answer any three Questions (Question One is Compulsory)**
- 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

- i) Define total Quality Management (5 marks)
- i. Briefly discuss the evolution of total Quality management (10 marks)
- ii. As a BBA (Finance) Finalist, identify and explain the total Quality management tools that would help resuscitate a business entity whose performance is below par by using relevant examples. (15 marks)

QUESTION TWO

- a) Bench marking is a necessary evil, explain this contention using relevant illustrations (10 marks)
- b) Briefly discuss Kaizen principles and the relevance to the theory and practice of total Quality management in the society today (10 marks)

QUESTION THREE

- a) Justify the need for incorporating total Quality Management in corporate entities (10 marks)
- b) Describe how business process Re-engineering can make an organization gain sustainable competitive advantage (10 marks)

QUESTION FOUR

- a) Explain the guiding principles underlying Feigenbaum's theory (10 marks)
- b) Describe the limitations of Financial Ratios that are mitigated by total Quality management (10 marks)

QUESTION FIVE

- a) Enumerate ways to realize product and service quality in an organization (10 marks)
- b) Explain ways to establish and maintain vendor relationships in Business entities? (10 marks)