

JARAMOGI OGINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY.

UNIVERSITY EXAMINATIONS 2012/2013

2ND YEAR 1ST SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF BUSINESS ADMINISTRATION.

KISII LEARNING CENTRE.

MBA 846: TOTAL QUALITY MANAGEMENT

DATE: AUGUST 2013

TIME: 3 HOURS

Instructions

Answer question one (compulsory) and any other two questions.

- Q.1. (a) Total quality management transcends the product quality approach. Discuss.
(10 Marks)
- (b) Explain the principles of TQM. (10 Marks)
- (c) Discuss the relevance of TQM and performance appraisals in an organizational set up.
(10 Marks)
- Q.2. Critically evaluate the different phases of evolution of total quality management.
(15 Marks)
- Q.3. Discuss the different costs incurred in the implementation of TQM commonly referred as PAF model.
- Q.4. Discuss the advantages of total quality management (TQM) in an organization.
(15 Marks)
- Q.5. Discuss the contribution of Dr. John Juran and Dr. Edward Demming in the development of total quality management (TQM).
(15 Marks)

