



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS & ECONOMICS

**UNIVERSITY EXAMINATION FOR BACHELOR DEGREE LOGISTICS AND
SUPPLY CHAIN MANAGEMENT**

4TH YEAR 1ST SEMESTER 2022/2023 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: BAB 1408

COURSE TITLE: TOTAL QUALITY MANAGEMENT

EXAM VENUE:

DATE: 06/12/2022

EXAM SESSION: 9.00-11.00AM

DURATION: 2 HOURS

INSTRUCTIONS

- 1. Answer QUESTION ONE and any other TWO questions**
- 2. Candidates are advised not to write on the question paper**

QUESTION ONE

- A. Jaramogi University has been struggling with quality management with regards to the procurement processes. The management has thought it wise to benchmark with another organization. Advise the management on how to go about the process. (20 marks)
- B. Discuss five circumstances under which a quality team may decide to use the fishbone diagram in managing quality. (10 marks)

QUESTION TWO

- A. Superloaf bread company recorded a market share reduction in their stronghold areas. The management feels that the reduction could be a result quality reduction. Advise the management why it would be important to consider quality audit. (10 marks)
- B. Describe the “Juran’s Quality Trilogy” for quality management.(10 marks)

QUESTION THREE

- A. Discuss the steps of conducting Statistical Process Control.(15 marks)
- B. Briefly describe Deming’s contribution to quality management with respect to Tolerance Limits. (5 marks)

QUESTION FOUR

- A. Describe the Deming’s PDCA Cycle of quality management. (10 marks)
- B. Total Employee Involvement is one of the TQM principles, explain how an organization can implement this principle. (10 marks)

QUESTION FIVE

- A. For an organization that practice TQM, prevention costs will typically comprise the highest percentage of total quality costs. Elaborate on this statement and explain the areas of expenses under prevention. (15 marks)
- B. Explain five benefits that a company focusing on Total Quality Management would enjoy. (5 marks)