



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS AND ECONOMICS**  
**MASTERS OF BUSINESS ADMINISTRATION PROGRAMME**  
**2<sup>ND</sup> YEAR 1<sup>ST</sup> SEMESTER 2023/2024 ACADEMIC YEAR**

**KISUMU**

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**COURSE CODE: MBA 846**

**COURSE TITLE: TOTAL QUALITY MANAGEMENT**

**DATE: 03/05/2024**

**EXAM SESSION: 9.00 – 12.00 NOON**

**TIME: 3.00 HOURS**

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**Instructions:**

- 1. Answer any four questions**
- 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**

- (1) (a) Identify and discuss the various ways contemporary historical development of total quality management has addressed classical management concerns. (8 marks)
- (b) Discuss the rationale for Modern Management pre occupation with ancient historical evolution of total quality management. (7 marks)
2. (a) Discuss using relevant illustrations how total quality management would help the ministry of interior government to contain runaway insecurity in a country. (8 marks)
- (b) Based on any hypothetical organization discuss using examples how Business Reengineering process has steered the organization to profitability and competitive advantage. (7 marks)
- 3 (a) In your new capacity as the Manager of Bistro Food Processing Company, identify and discuss areas of focus in your implementation of a total quality management process in the company. (8 marks)
- (b) Human Resource is key in total quality management. Discuss how you would apply any behavioural theory to influence employee performance. (7 marks)
- 4 (a) You have been appointed as a facilitator in a management workshop dubbed “Comprehensive Quality Analysis in organization”. Discuss using examples the key areas you would address. (8 marks)
- (b) Discuss the justification by most management of focus focusing and investing on Business Process Reengineering as opposed to Benchmarking. (7 marks).
- 5 (a) Discuss using examples as an entrepreneur how you would implement Quality Systems – ISO 9000:2000 to steer your firm to profitability. (8 marks)
- 6 (a) Discuss Demmings philosophy and its application in the Modern Banking Sector to realize profitability and competitive advantage. Use relevant examples. (8 marks)
- (b) Total Quality Management in firms is mission impossible. Discuss the assertion using relevant illustration drawn from corporate organizations. (7 marks)