

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA/EMBU

EXAMINATION FOR THE AWARD OF DIPLOMA IN PROJECT PLANNING  
MANAGEMENT

PPMA 0121: PROJECT QUALITY MANAGEMENT

STREAMS: DIP. PPMA

TIME: 2 HOURS

DAY/DATE: THURSDAY 01/04/2021

2.30 P.M. – 1.30 P.M.

INSTRUCTIONS:

- *Answer all questions in section A and any other two in section B*

**SECTION A**

**Question one 30 marks**

- (a) Assume you have been recruited as a manager of one of the fastest growing companies which deals with fast moving consumer products in your home county. Discuss management skills you need to possess under the total quality management paradigm

(10 marks)

- (b) State and explain any five quality management goals. (10 marks)

- (c) Use appropriate examples to differentiate the various types of costs in project quality management (10 marks)

**Question two (20 marks)**

- (a) Phillip b. Crosby is regarded as one of the key contributors to the field of a quality management. In view of this explain the 6cs of quality excellence to world class organization (10 marks)

- (b) Use examples to explain quality management principles that were muted by quality gurus of the last century (10 marks)

**Question three (20 marks)**

- (a) Discuss the deadly disasters that Dr. Deming suggested that can contribute to an organization transitioning from world-class quality excellence to business as usual (10 marks)
- (b) Customer satisfaction is a product of both stated and implied needs. Based on this statement discuss any five features of customer satisfaction (10 marks)

**Question four (20 marks)**

- (a) Identify and explain reason for quality benchmarking in organization (10 marks)
- (b) Discuss any five goals of Six Sigma approach to managing quality popularity particularly in large organizations (10 marks)

**Question five (20 marks)**

- (a) Explain factors that precipitate success of total quality management process. (10 marks)
- (b) Discuss the principle of quality management that the ISO 9001 is built on. (10 marks)
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