

**CHUKA**



**UNIVERSITY**

**SUPPLEMENTARY / SPECIAL EXAMINATIONS**

**SECOND YEAR EXAMINATION FOR DIPLOMA IN EDUCATION**

**PPMA 0121: PROJECT QUALITY MANAGEMENT**

**STREAMS:**

**TIME: 2**

**HOURS**

**DAY/DATE: WEDNESDAY 18/11/2020**

**8.30 A.M - 10.30 A.M.**

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**INSTRUCTIONS:**

**Question One**

- A. Define the following terms as used in total quality management (8marks)
1. Cost of conformance
  2. Quality
  3. Benchmarking
  4. Quality management
- B. Describe Crosby's 6Cs of total quality management (12marks)
- C. Explain goals of six sigma (10marks)

**Question Two**

- A. Describe five tools used in total quality management (10marks)
- B. Discuss the five phases of DMAIC methodology of six sigma implementation (10marks)

**Question Three**

- A. Discuss five features of quality (10 marks)
- B. Discuss the concept of customer satisfaction based on the concept of time, place, quality, quantity and price (10 marks)

**Question Four**

A. Briefly write short notes on the following (12 marks)

1. Cost of appraisal
2. Cost of internal failures
3. Pareto principle
4. Check sheet

B. Explain any four types of benchmarking (8 marks)

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