

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DIPLOMA IN PROJECT PLANNING AND
MANAGEMENT**

PPMA 0121: PROJECT QUALITY MANAGEMENT

STREAMS: DIP. PPMA

TIME: 2 HOURS

DAY/DATE: MONDAY 05/07/2021

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer question ONE and any other TWO questions.**

QUESTION ONE (30 MARKS)

- (a) Discuss the principles of quality management that the ISO 9001 is built on. (10 marks)
- (b) Explain any three dimensions of quality as elements of satisfying customer needs. (6 marks)
- (c) Use examples to explain quality management principles that were muted by quality gurus of the last century. (10 marks)
- (d) Use appropriate examples to differentiate stated needs from applied needs as applied in project quality management. (4 marks)

QUESTION TWO (20 MARKS)

- (a) Philip B. Crosby is regarded as one of the key contributors to the field of quality management. In view of this explain any five steps in the implementation of quality management according to him. (10 marks)
- (b) Assume you have been recruited as quality 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)

QUESTION THREE (20 MARKS)

- (a) Discuss factors that Dr. Deming suggested that can contribute to an organization transitioning from business as usual to world-class quality excellence. (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 any five types of benchmarking used in project quality management. (10 marks)
- (b) Discuss five enablers of the six sigma approaches to managing quality popularity particularly in larger organizations. (10 marks)

QUESTION FIVE (20 MARKS)

- (a) Explain factors that precipitate success of total quality management process. (10 marks)
 - (b) State and explain any five goals of total quality management. (10 marks)
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