

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATION
RESIT/SUPPLEMENTARY / SPECIAL EXAMINATIONS
EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE**

BCOM 464: TOTAL QUALITY MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 02/11/2021

2.30 P.M - 4.30 P.M.

INSTRUCTIONS

Answer Question One and any other Two Questions

Question one

- a) Explain the actions and intentions of a continual improvement program. (8 marks)
- b) Discuss the elements to be included in the company's QMS to enhance its product and service delivery. (12 marks)
- c) Discuss the benefits of ISO 9001:2015 quality to an organization. (10 marks)

Question Two

- a. Organizations incur various costs in improving the quality of their products. Explain the various types of cost of quality outlining the implication of each in managing quality. (10 marks)
- b. Explain the meaning and practices of employee involvement. (10 marks)

Question Three

- a. Discuss the organizational barriers in implementing Quality management programs. (10 marks)
- b. Explain how you can introduce and implement total quality to in an organization. (10 marks)

Question Four

County governments have been accused by their constituents of poor service delivery. This has resulted in lack of trust and hence little commitment by the people in supporting the county's service delivery agenda:

- a) Propose and explain to the county leaders the quality management strategies to use in improving service delivery. (12 marks)
 - b) Discuss the importance of quality control to the county government. (8 marks)
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