

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE
IN PROJECT MANAGEMENT

PPMA 00121: PROJECT QUALITY MANAGEMENT

STREAMS: CERT. PPMA (Y1S2)

TIME: 2 HOURS

DAY/DATE: FRIDAY 07/12/2018

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS: Answer question ONE and any other TWO QUESTIONS

QUESTION ONE (30 MARKS)

- (a) Define the following terms as used in quality management
- (i) Quality [2 marks]
 - (ii) Cost of external failures [2 marks]
 - (iii) Quality management [2 marks]
- (b) Outline six benefits of business process re-engineering [6 marks]
- (c) Outline any six factors that Dr. Edward Deming suggested could help managers improve the quality of their organizations. [6 marks]
- (d) Outline six skills that must be nurtured in a six sigma organization [6 marks]
- (e) Outline six benefits of total quality management [6 marks]

QUESTION TWO (20 MARKS)

- (a) Write short notes on the following total quality control tools
- (i) Pareto chart [3 marks]
 - (ii) Scatter diagram [3 marks]
 - (iii) Check sheet [3 marks]
 - (iv) Histogram [3 marks]
- (b) Explain four goals of total quality management [8 marks]

QUESTION THREE (20 MARKS)

- (a) Explain five ways of identifying customer satisfaction [10 marks]
- (b) Discuss three determinants of customer satisfaction [6 marks]
- (c) Outline four types of benchmarking [4 marks]

QUESTION FOUR (20 MARKS)

- (a) Explain the relationship between quality and the following areas of management
 - (i) Strategy [3 marks]
 - (ii) Human resource [3 marks]
 - (iii) Production [3 marks]
- (b) Using a diagram illustrate the relationship between quality costs [6 marks]
- (c) Outline six strategies for enhancing customer satisfaction [5 marks]

QUESTION FIVE (20 MARKS)

- (a) Briefly explain the following dimensions of a quality product
 - (i) Conformance [3 marks]
 - (ii) Reliability [3 marks]
 - (iii) Features [3 marks]
 - (b) State six drawbacks of business process re-engineering [6 marks]
 - (c) Outline five advantages of benchmarking [5 marks]
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