

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF  
DIPLOMA IN BUSINESS MANAGEMENT**

**DIBM 0219: TOTAL QUALITY MANAGEMENT**

**STREAMS: DIBM**

**TIME: 2 HOURS**

**DAY/DATE: FRIDAY 09/08/2019**

**2.30 PM – 4.30 PM**

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**INSTRUCTIONS:**

**Answer Question One and any other Two Questions**

**Question One**

Organizations are currently transitioning to ISO 9001:2015 quality management system. Zintech system has hired you as a consultant to train their employees on different areas of total quality management. You are required to discuss the following issues.

- (a) Explain the requirements for the successful implementation of total quality management. [10 marks]
- (b) Outline any five benefits of becoming ISO certified. [5 marks]
- (c) Outline five barriers in implementing total quality management. [5 marks]
- (d) Discuss the process of implementing total quality management. [10 marks]

**Question Two**

- (a) Discuss four various types of costs associated with quality. [8 marks]
- (b) Explain the various ways which management can be committed to ensuring quality improvement. [4 marks]
- (c) Explain any 4 actions that an organization can take to deal with customer complaints. [8 marks]

**Question Three**

- (a) Explain four various forms of benchmarking practices that can be adopted by an organization. [8 marks]
- (b) Describe any three challenges management encounter in trying to manage quality. [6 marks]
- (c) Discuss the following techniques
  - (i) Business Process reengineering [3 marks]
  - (ii) Statistical Process Control [3 marks]

**Question Four**

- (a) Discuss the various dimensions of quality that a customer considers in determining the excellence of a product. [10 marks]
  - (b) Explain any 4 reasons an organization would produce defective products or provide poor services. [6 marks]
  - (c) Outline the benefits of total quality management. [4 marks]
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