

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: TUESDAY 03/12/2019

8.30 AM – 10.30 AM

INSTRUCTIONS:

Answer Question One and Two More

QUESTION ONE (30 MARKS)

- (a) Define the following terms as used in project quality management.
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|-----------------------|-----------|
| (i) Quality | [2 marks] |
| (ii) Benchmarking | [2 marks] |
| (iii) Quality control | [2 marks] |
- (b) Outline six benefits of ISO certification. [6 marks]
- (c) Kanana Flour Mills Ltd a company based in Tharaka Nithi County has not been performing well compared to its competitors. A market intelligence survey revealed that the competitors have embraced Total Quality Management. The top management of the company has approached you as an expert on Total Quality Management for advice.
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| (i) Briefly explain important requirements for a successful total quality management effort. | [8 marks] |
| (ii) Explain the goals of Total Quality Management. | [10 marks] |

QUESTION TWO (20 MARKS)

- (a) Explain the following with suitable examples/illustrations where necessary.
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|-----------------------|-----------|
| (i) Deming PDCA cycle | [6 marks] |
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- (ii) Cost of quality [8 marks]
- (b) Examine three reasons that make organizations benchmark against the markets best. [6 marks]

QUESTION THREE (20 MARKS)

- (a) Explain any four enablers of six Sigma. [8 marks]
- (b) Assume that you are the project quality manager of an organization that you work for. Describe how you would use Philip Crosby's 6 Cs in order to deal with the employees' changing attitudes toward quality. [12 marks]

QUESTION FOUR (20 MARKS)

- (a) Explain various dimensions of a quality product. [10 marks]
- (b) Customers run the wheels of organizations. Organizations should therefore understand the customer's needs, meet the customer's requirements and strive to exceed the customer's expectations. Based on this statement, discuss the concept of customer satisfaction based on different customer-related concepts. [10 marks]

QUESTION FIVE (20 MARKS)

- (a) Examine five quality control tools you are familiar with. [10 marks]
 - (b) Describe five types of skills that managers need to have under the Total Quality Management paradigm. [10 marks]
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