CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT

DIBM 0219: TOTAL QUALITY MANAGEMENT

STREAMS: DIBM   (Y2S2)   **TIME: 2 HOURS**

DAY/DATE: WEDNESDAY06/12/2017   **8.30 A.M. – 10.30 P.M.**

INSTRUCTIONS: ANSWER ALL QUESTIONS

QUESTION ONE

(a)   Explain the meaning of Total Quality Management (TQM) and discuss the benefits to an organization.   [6 marks]

(b)   Statistical Quality Control (SQC) is a technique that uses statistical methods to control the quality of goods produced. Highlight the different ways of controlling the quality of a product and explain its advantages to a business organization.   [6 marks]

(c)   Discuss the principles of Total Quality Management.   [6 marks]

(d)   Explain the various TQM tools and techniques for quality improvement many business enterprise.   [8 marks]

(e)   Analyze the phase of TQM.   [4 marks]

QUESTION TWO

(a)   Differentiate between quality improvement and quality assurance.   [2 marks]

(b)   Explain why it has been difficult to implement TQM in many organizations today.

                                                                                                        [8 marks]

(c)   For a business organization to be successful, there are certain ingredients it should have. Discuss them.   [5 marks]

QUESTION THREE

(a)   While highlighting the main quality gurus, discuss the evolution of TQM. [14 marks]

(b)   Explain the three main types of costs in Total Quality Management.   [6 marks]

(c)   Identify the key quality improvement concepts.   [5 marks]