

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS  
CHUKA/EMBU**

**FIRST YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN PROJECT  
PLANNING AND MANAGEMENT**

**PPMA 0121: PROJECT QUALITY MANAGEMENT**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 17/04/2018**

**8.30 A.M – 10.30 A.M**

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**INSTRUCTION:**

- **Answer question one and any other two questions**

1. (a) Define the following terms as used in total quality management.
    - (i) Quality assurance [2marks]
    - (ii) Quality circle [2marks]
    - (iii) Quality [2marks](b) Outline the various goals of “six sigma”. [6marks]
  - (c) Describe Crosby’s “6 c’s” of implementing quality improvement process. [12marks]
  - (d) Outline the main benefits of ISO 9000 certification to today’s customer oriented organizations. [6marks]
2. (a) Discuss the concept of customer satisfaction in relation to total quality management. [10marks]
  - (b) Using examples, discuss various goals of total quality management. [10marks]
3. (a) Describe the DMAIC methodology of “six sigma” implementation. [10marks]
  - (b) Describe various types of benchmarking. [10marks]

4. (a) Discuss various managerial skills under total quality management paradigm. [8marks]
- (b) State and explain various universal problem solving tools of total quality control . [12mrks]
5. (a) Discuss the relevance of Juran's Trilogy to today's business scenario. [6marks]
- (b) Giving examples differentiate cost of conformance from cost of non conformance. [6marks]
- (c) State and explain various facets of quality. [8marks]
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