

**CHUKA**



**UNIVERSITY**

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**RESIT/ SPECIAL EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF**

**PPMA 00121: PROJECT QUALITY MANAGEMENT**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 24/07/2018**

**8.30 AM – 10.30 AM**

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**INSTRUCTIONS:**

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

1. (a) What are the major categories of quality costs? Explain each of them and give examples. [10 marks]
- (b) Describe the importance of customer relationship on customer loyalty. [20 marks]
2. (a) Outline the main steps in the functioning of control charts as an instrument for quality management in the organization. [8 marks]
- (b) Outline the following terms as applied in quality process planning. [12 marks]
  - (i) Brainstorming
  - (ii) Pareto analysis
  - (iii) Ishakawa diagrams
  - (iv) Checklists
3. (a) Explain the extent to which quality is a universal concept. [10 marks]
- (b) Quality management is an important concept in strategic planning and a component of strategy. Explain. [10 marks]
4. Benchmarking is a method in which most progressive organizations are interested:
  - (i) Explain the term benchmarking? [3 marks]

- (ii) Explain the purpose of bench marking? [3 marks]  
(iii) Outline and describe the key steps in the benchmarking process? [14 marks]
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