

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN

PPMA 00121: PROJECT QUALITY MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 17/04/2018

8.30 A.M – 10.30 A.M

INSTRUCTION:

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

1. (a) Using examples define the following terms used in this study. [8marks]
 - (i) Quality system
 - (ii) Bench making
 - (iii) Cost of quality
 - (iv) Customer satisfaction

(b) Outline the benefits that an organization derives from adopting the principles of process approach. [6marks]

(c) Explain the key quality management concepts. [5marks]

(d) Discuss the responsibilities of the different departments of an organization as far as the quality function is concerned. [5marks]
2. (a) Identify and explain the major categories of quality costs? [10marks]

(b) Describe the importance of customer relationship on customer loyalty. [10marks]
3. (a) Outline the main steps in the functioning of control charts as an instrument for quality management in the organization. [8marks]

(b) Outline the following terms as applied in quality process planning. [12marks]

- (i) Brainstorming
 - (ii) Pareto analysis
 - (iii) Ishikawa diagrams
 - (iv) Checklists
4. (a) Explain the extent to which quality is a universal concept. [10marks]
- (b) Discuss the importance of strategic planning in quality management. [10marks]
5. Bench marking is a method in which most progressive organizations are interested:
- (i) What do you understand by word bench marking? [3marks]
 - (ii) What are the purpose of bench marking? [3marks]
 - (iii) Outline and describe the key steps in the bench marking process? [14marks]
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