



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP MANAGEMENT

END OF ONE EXAMINATION

DEPARTMENT: LEADERSHIP

COURSE CODE: DLM 200

COURSE TITLE: QUALITY MANAGEMENT IN THE WORKPLACE

EXAMINATION DATE:

TIME: 3 Hrs

INSTRUCTIONS

Answer ALL questions in SECTION A and ONE question in SECTION B

This exam script has TWO (2) sections.

Answer all the questions in Section A and any other two questions in Section B.

Write your student number on the answer booklet provided.

Read the questions carefully before attempting.

SECTION A: Answer all questions in this section

Question One

- a. Define the following terms and concepts as used in this course (4marks)

- i. *Internal customer*
- ii. *Quality assurance*(QC)

- b. Critique the following specifications (3marks)

A consulting company is hired to make an expert assessment of the safety systems, methods & procedures at a particular firm. The deliverable is a written report that should include an assessment of whether the various systems & procedures are adequate, if there are any risks to the firm, and recommendations to address any identified risks or problems.

Consider the following possible outcomes. Which one of the three would be rejected as nonconforming?

- i. The delivered report contains information on all sections above; it is professionally written and presented.
- ii. The report is delivered to the client, but somehow the last page was left out (final couple of paragraphs from the recommendations section).
- iii. The delivered report has information on all the required sections. But it is badly written and poorly presented, below the standard that the consulting firm sets for its reports to clients.

- c. Describe 'good' customer service in an organization (3marks)

Question Two

- a. State the importance of Total Quality Management (4marks)
- b. Describe any three categories of Quality Costs (6marks)

Question Three

- a. State four the examples of the cost of quality” (4marks)
- b. Discuss the two categories of the cost of quality mentioned below (6marks)

SECTION B

Questions Four

- a. Mention the main concerns of total quality management (7 marks)
- b. Examine the use the term accreditation (3marks)

Question Five

- a. Describe ‘good’ customer service in an organization (3marks)
- b. Explain the significance of maintaining records? (3marks)
- c.
 - i. Define Statistical quality control (1 mark)
 - ii. Examine “cause and effect” as the tool of statistics in quality control (3marks)

