



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP AND MANAGEMENT

END OF SEMESTER EXAMINATION

DEPARTMENT - LEADERSHIP

COURSE CODE – DLM 200

COURSE TITLE – QUALITY MANAGEMENT IN THE WORKPLACE

EXAM DATE – Monday December 2ND, 2019

TIME – 14.00 – 16.00 HOURS

Duration - 2 Hours (DAY CLASS – KB4)

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **ALL** questions in Section A and any other **THREE** questions in Section B.
- Write **ONLY** your **student number** on the answer booklet provided.

Final Exam (Total Marks 60)

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION

1. Define the following terms as used in quality management-

(a) Quality (2 marks)

(b) Quality management (2 marks)

(c) Expected quality (2 marks)

(d) Identify and explain two characteristics of quality management leaders (4 marks)

2. (a) Name and explain two benefits of managing quality in an organization (4 marks)

(b) Name and briefly explain three quality management principles (6 marks)

3 (a) Deming, in his total quality management model identified several weaknesses that prevented the implementation of Total Quality Management (TQM) systems which he called the deadly diseases. Identify and explain three of these weaknesses (6 marks).

(b) Participation is one of the Seven P's of total quality management model. Explain two ways in which leaders can create an environment for participation in an organization (4 marks).

SECTION B: ANSWER ANY THREE QUESTIONS FROM THIS SECTION

4. Quality management in an organization makes it to have a competitive advantage over other organizations. Describe five benefits of a competitive advantage an organization gains as a result of quality management (10 marks)

5. Identify and explain the three components of Juran's trilogy model (10 marks)

6. In quality management, components of a process may be classified as 7 'M's. Explain five of these components (10 marks)

7. Name and explain five elements of a successful total quality management implementation process (10 marks)

8. (a) Identify and explain two ways in which top leaders in an organization can show positive commitment to the implementation of a total quality management system (4 marks)

(b) Explain three ways in which leaders can create an environment of participation in quality management (6 marks)

END