



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 – August 2020

TIME – 14.00 – 16.00 HOURS

Duration - 2 Hours (Online Class)

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **ALL** questions in Section A and any other **TWO** questions in Section B.

Final Exam (Total Marks 40)

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION

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

- i) Quality (2 marks)
- ii) Quality Management (2 marks)
- iii) Exiting Quality (2 marks)

b) Name two components of Juran's trilogy model (2 marks)

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

b) Name and explain two benefits of managing quality in an organization (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

4. (a) Name and briefly explain three principles of quality management (6 marks)

b) 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)

5. Explain five benefits that an organization gains as a result of managing quality (10 marks)

6. Identify and explain five characteristics of quality management leaders (10 marks)

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

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

END