



PAN AFRICA CHRISTIAN UNIVERSITY

END OF SEMESTER EXAMINATION

COURSE CODE – DLM 200

**COURSE TITLE – QUALITY MANAGEMENT IN THE
WORKPLACE**

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

QUESTION 1

- a) Define the following terms as used in quality management:
 - i. Quality (2 marks)
 - ii. Quality Management (2 marks)
- b) State and explain three types of quality as covered in the Quality Management course (6 marks).

QUESTION 2

- a) Deming identified what he considered key weaknesses or “deadly diseases” to the improvement of quality in an organization. Name and explain three (3) of these “deadly diseases” as outlined by Deming (6 marks).
- b) List and explain **two (2)** key roles of Total Quality Management leaders in an organization (4 marks).

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

QUESTION 3

Name and explain five (5) principles of quality management in the ISO 9001:2015 standard (10 marks).

QUESTION 4

- a) List and explain three (3) benefits that an organization gains because of managing quality (6 marks).
- b) Identify and explain two (2) ways in which top leaders in an organization can show positive commitment to the implementation of a Total Quality Management system (4 marks)

QUESTION 5

State and explain five (5) out of the 7Ps of Total Quality Management (10 marks)

QUESTION 6

- a) Identify and explain the three (3) basic processes based on Juran's Trilogy that make a successful framework for Total Quality Management (6 marks).
- b) List and explain two (2) ways in which leaders can create an environment of quality management (4 marks).

QUESTION 7

Name and explain five (5) elements of a successful Total Quality Management implementation process (10 marks).

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