



# **KIBABII UNIVERSITY COLLEGE (KIBUCO)**

## **MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS  
2014 /2015 ACADEMIC YEAR**

**FOURTH YEAR FIRST SEMESTER EXAMINATIONS**

**MAIN EXAMINATION**

**FOR THE DEGREE**

**OF**

**BACHELOR OF COMMERCE**

**COURSE CODE: BCO 401**

**COURSE TITLE: QUALITY MANAGEMENT**

**DATE: 20<sup>TH</sup> Tuesday 2015**

**TIME: 11.30 -1.30 p.m.**

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**INSTRUCTIONS TO CANDIDATES:**

Answer Question ONE and any other Three Questions

TIME: 2 Hours

**SECTION A Compulsory (30 marks)**

**Question 1**

- (a) Define the following terminologies;
- (i) Quality (1 mark)
  - (ii) Total Quality Management (1 mark)
  - (iii) Statistical Process Control (1 mark)
  - (iv) Quality Circle (1 mark)
  - (v) System (1 mark)
- (b) Explain the historical link between quality concerns and World War II. (5 marks)
- (c) Discuss the principles of quality management as adopted by the International Standard for Quality management (ISO 9001: 2008). (10 marks)
- (d) State and explain Garvin's eight dimensions for product quality management. (10 marks)

**Section B: Answer any two questions (40 marks)**

**Question 2**

Deming believed that to try for quality in everything that the organization does requires a change in philosophy. Discuss his fourteen points in order for an organization to achieve quality management. (20 marks)

**Question 3**

State and Discuss the key areas covered in the application of the Malcolm Baldrige Quality Award (MBQA). (20 Marks)

**Question 4**

State and explain the challenges being experienced by organizations in their quest to achieve ISO certification. (20 marks)

**Question 5**

Outline and explain the importance of Total Quality Management tools in an organization. (20 marks)