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**University Examinations 2015/2016**

SECOND YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT

**BBS 3315: TOTAL QUALITY MANAGEMENT**

**DATE: AUGUST 2016 TIME: 2HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30MARKS)**

1. Explain the meaning of quality in relation to service delivery. (8 Marks)
2. Total Quality Management in an organization is not a one person business. Explain. (6 Marks)
3. Explain the role of procurement function in the achievement of Total Quality Management in an organization. (8 Marks)
4. Why is it necessary for the store’s manager to inspect all materials delivered before accepting them into the store? (8 Marks)

**QUESTION TWO (20 MARKS)**

1. Discuss the various principles of Total Quality Management that guides a successful implementation of quality programmes. (10 Marks)
2. In Kenya business organizations are spending heavy in order to get I.S.O. Certified. What are the advantages of I.S.O Certification? (10 Marks)

**QUESTION THREE (20 MARKS)**

1. Discuss the internal failure loots that are associated with defective products. (10 Marks)
2. Explain how the fish born concept can be used to resolve quality problems in a manufacturing company. (10 Marks)

**QUESTION FOUR (20 MARKS)**

1. Discuss the various indicators of customer satisfaction. (10 Marks)
2. Quality is said to be cheap. Discuss. (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. State and explain any five dimensions of quality in tangible products. (10 Marks)
2. Quality Management is an important concept of strategic planning. Explain. (10 Marks)