



# MURANG'A UNIVERSITY COLLEGE

(A Constituent of Jomo Kenyatta University and Technology)

SCHOOL OF HUMAN RESOURCE MANAGEMENT

DEPARTMENT OF HUMAN RESOURCES

YEAR 3 SEMESTER I

HPS 2111: UNIT: TOTAL QUALITY MANAGEMENT

ORDINARY EXAMINATION

DATE: 17<sup>TH</sup> DECEMBER, 2015

TIME: 2 HOURS

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**Instructions: Answer Question ONE and any other TWO questions**

## QUESTION ONE

- (a). Explain the importance of quality in business and commerce. (8 marks)
- (b) Discuss Dr. W. Edwards Deming Circle and elaborate on four major points for improving quality that he evolved. (8 marks)
- (c) Explain the reasons why measurement of quality is needed in quality and productivity improvement. (6 marks)
- (d) Discuss the advantages of quality assurance. (8 marks)

## QUESTION TWO

- (a) Explain the major reasons for the failure of Total Quality Management. (10 marks)
- (b) Discuss the roles and responsibilities of the facilitator of Quality Circle. (10 marks)

## QUESTION THREE

- (a) "The purpose of organization to adopt and implement ISO series of standards in it's Management is to enable the organization to achieve its objectives". In the light of this statement, explain the three levels of ISO 9000 (2000) series of standards. (12 marks)
- (b) Discuss the basic tools used in Statistical Quality Control and Statistical Process Control. (8 marks)

## QUESTION FOUR

- (a) Explain the goals an organization requires from its suppliers. (10 marks)
- (b) Discuss the advantages the organization can achieve through Total Customer Satisfaction. (10 marks)