



THE CO-OPERATIVE UNIVERSITY OF KENYA

END OF SEMESTER EXAMINATION DECEMBER-2022

**EXAMINATION FOR THE DEGREE OF BACHELOR OF PURCHASING AND
SUPPLIES MANAGEMENT
(YR III SEM II)**

UNIT CODE: BMGT 2114

UNIT TITLE: TOTAL QUALITY MANAGEMENT

DATE: WEDNESDAY 14TH OCTOBER, 2022

TIME: 2:00 PM – 4:00 PM

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INSTRUCTIONS:

- **Answer question ONE (compulsory) and any other TWO questions**

QUESTION ONE

- (a) Describe FIVE obstacles that affect the implementation of Total Quality Management in organization (10 marks)
- (b) Briefly explain FIVE tools of quality management that can be used by organizations (10 marks)
- (c) Discuss the consequences of lack of commitment of the senior management in the implementation of TQM. (10 marks)

QUESTION TWO

- (a) Describe the term “Business Process Re-engineering” as used in quality improvement by organization (10 marks)
- (b) Outline the benefits and limitations of Business Process Re-engineering (10 marks)

QUESTION THREE

- (a) Describe FIVE dimensions of Quality using suitable examples (10 marks)
- (b) Using a diagram, explain the demining cycle of continuous quality improvement (10 marks)

QUESTION FOUR

- (a) Describe FIVE benefits of a quality management system to a business organization (10 marks)
- (b) Explain the following terms as used in process control
 - Set up control
 - Running control
 - Product control
 - Facilities control
 - Concept of dominance (10 marks)

QUESTION FIVE

- (a) In TQM, there are costs of quality. Describe the various types of external failure costs (10 marks)
- (b) Explain the importance of management commitment and employee involvement in Total Quality Management (10 marks)