



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

THIRD YEAR SPECIAL/ SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF COMMERCE

BMS 321: SUPPLIER QUALITY MANAGEMENT

DATE:

TIME:

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions.

QUESTION ONE (30 MARKS)

- Evaluate FIVE quality control tools that could be adopted in an organization to manage supplier quality. (10 marks)
- Discuss FIVE principles of JIT as applied in organizations to control quality. (10 marks)
- Describe the five stages that are involved in the use of the Six Sigma maintenance process. (10 marks)

QUESTION TWO (20 MARKS)

- Highlight the principles that should guide a supply chain manager in a specification writing exercise. (10 marks)
- Inspection is critical in organizational efforts to control quality. Explain the challenges of inspection in an organization. (10 marks)

QUESTION THREE (20 MARKS)

- The use of sample is an alternative method of specifying quality to suppliers. Highlight the circumstances which would favour the use of this method. (10 marks)

- b) Explain the factors that would lead to the preference of whole batch inspection as opposed to sampling inspection of materials. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Shieho Shingo, a Japanese JIT authority identifies seven wastes as the targets of continuous improvement in production process. Highlight six of these wastes. (12 marks)
- b) Explain the challenges that an organization which is ISO 9001 certified is likely to face in its pursuit to retain the certification. (8 marks)

QUESTION FIVE (20 MARKS)

You have been approached by Dimple Company limited as a consultant in quality management.

- a) Advise the management on the limitations of Value Analysis (VA) investigations. (10 marks)
- b) Describe the procedure the management of Dimple can follow to have the company ISO certified. (10 marks)