



# MACHAKOS UNIVERSITY

University Examinations for 2021/2022 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

THIRD YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE (PROCUREMENT OPTION AND SUPPLY CHAIN  
MANAGEMENT)

**BMS 321: SUPPLIER QUALITY MANAGEMENT**

**DATE: 9/12/2021**

**TIME: 2.00-4.00 PM**

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## ***INSTRUCTIONS***

*This paper consists of FIVE questions*

*Answer question one and other two questions in this paper*

*Duration is 3 hours*

## **QUESTION ONE (COMPULSORY) (30 MARKS)**

**Read the case of Minziko manufacturing company and answer questions a, b and c.**

### **MINZIKO MANUFACTURING COMPANY**

**Minziko Company limited** is a manufacturing company, is established as a parastatal in Nnode County of the republic of Tembi. It deals with the manufacturing of plumbing materials. The nature of the plumbing materials ranges from plastics to metals. In the recent past, they have been experiencing difficulties when it comes to the quality of the inputs sourced from other countries and counties. Description of the quality they want and inspection has been difficult. The finished goods are likewise not meeting the precise requirements by their customers. The company is also faced with a number of corruption cases associated with the procurement process especially in line with specifications and quality issues. You have been hired by the parastatal to aid in putting things in place and alleviate the situation.

- a) In your efforts to establish a quality culture in the above case, discuss **five** determinants that must be considered. (10 marks)
- b) The company being a manufacturing firm and at the same time a parastatal, analyze **five** challenges that staff tasked with specifications writing are likely to face (10 marks)
- c) Using Ishikawa diagram, describe how quality issues can be diagnosed and addressed in the case. (10 marks)

## QUESTION TWO (20 MARKS)

- a) Use of brand names is a popular method of specifying quality to suppliers by some buying organisations. In comparison with the other methods of specifying quality, pin point and justify five circumstances that make them preferable. (10 marks)
- b) In large companies dealing with a diversity of lines of products and materials being received from suppliers, inspection may be quite challenging. In comparison with the other inspection methods, evaluate the reasons that would lead to the choice of sampling inspection method. (10 marks)

## QUESTION THREE (20 MARKS)

- a) In the contemporary world, organizations are moving towards quality certifications of their processes. In **five** points, explain how such a trend is not a panacea for organizations. (10 marks)
- b) The company you work for intends to seek certification of their processes. Among the many certifications they desire, they have singled out ISO 9001 and have appointed you to spear head the exercise. Describe the steps you would follow with your team to ensure that the company is certified. (10 marks)

## QUESTION FOUR (20 MARKS)

Shiloh Company limited has hired you as a consultant in quality management. The company intends to leverage on Value engineering and Value analysis exercises.

- a) Discuss five distinctions of the two approaches to the management. (10 marks)
- b) In five points, detail to the management the argument for undertaking Value engineering and Value analysis exercises. (10 marks)

## QUESTION FIVE (20 MARKS)

- a) Control of quality in a service organization may not be exactly like in the manufacturing sector. With appropriate **Five** examples, discuss this statement. (10 marks)
- b) Inspection is critical in organization's efforts to control quality. Explain FIVE measures that may be put in place to ensure efficiency of such inspections. (10 marks)