

SCHOOL OF BUSINESS AND ECONOMICS
DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT
STUDIES
SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
COMMERCE IN PROCUREMENT AND SUPPLY CHAIN MANAGEMENT
BMS 321: SUPPLIER QUALITY MANAGEMENT

Date:

Time:

INSTRUCTIONS

This paper consists of FIVE questions

Answer question one and other two questions in this paper

1. a) Give the definitions of quality according to Crosby.

(4 marks)
- b) A specification is not a standard and it is not a code of practice. Explain this statement.

(4 marks)
- c) State four quality control tools that could be adopted in an organization to manage supplier quality.

(4 marks)
- d) Highlight five principles of JIT as applied in organizations to control quality.

(5 marks)
- e) Distinguish between Value Analysis (VA) and Value Engineering (VE) as applied by organizations to manage quality.

(4 marks)
- f) Outline the five stages that are involved in the use of the Six Sigma maintenance process.

(5 marks)
- g) Describe the scope of ISO 14000 series of standards as used by organizations to manage quality. (4 marks)
2. a) Highlight the principles that should guide a supply chain manager in a specification writing exercise. (10 marks)

- b) Inspection is critical in organizational efforts to control quality. Explain the challenges of inspection in an organization. (10 marks)
3. a) 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)
4. 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)
5. 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)