



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 410: TOTAL QUALITY MANAGEMENT

DATE: 7/5/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer question ONE and any other TWO questions

QUESTION ONE (COMPULSORY) (30 MARKS)

QUALITY MANAGEMENT

Nowadays, very small number (a few per cent) of the scientific research activities in area of quality management systems are based on topic of the collection and analysis of information with aim to improve business results. That fact justifies the effort to make preventive actions for improving business performances through establishing synergy between area of quality management and artificial intelligence like area which is strictly oriented on producing knowledge. Also, through analysis of the available software for quality management, it can be concluded that there are no any software from field of artificial intelligence that was developed for quality management systems improvement.

That means that each further step in this direction brings positive scientific research results. For this purpose, it is best to apply the integration of decision support systems and expert system. That is best world experience.

It is interesting to highlight, that all activities and process which is related to customer in achieving his satisfaction, are in the focus and there should be direction and guidelines for all employees. Also, it is shown that the strengthening, especially in these areas is used to lead to the significant progress in terms of: business process reengineering, manufacturing strategy, performance measurement and benchmarking, as very important aspects of market-oriented organization.

In organizations that have specific information through database and information systems, it is necessary to develop systems that will assist staff in decision making. These systems provide data and output information on the basis of which employees make business decisions that certainly contribute to improve organizational performance. However, in today's complex business condition, organizations must make stride from level of data and information to level of knowledge as a way of ensuring prestigious position in the market.

(Total Quality Management And Six Sigma by Tauseef Aized)

- a) Explain the nature and scope of quality management. (10 marks)
- b) Explain the importance of TQM process. (10 marks)
- c) Discuss the importance of bench marking as a quality management process. (10 marks)

QUESTION TWO (20 MARKS)

- a) Discuss the importance of managing human resource as part of quality management in an organization. (10 marks)
- b) Discuss the potential of TQM in developing countries. (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss the aspect of job rotation as part of quality management. (10 marks)
- b) Discuss the use of technology in TQM in the today's business world. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the transformation and critical success factors in TQM. (10 marks)
- b) Describe the criteria and process of quality planning in an organization. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the roles of teams in solving TQM problems in any organization. (10 marks)
- b) Discuss the TQM implementation strategy in any organization. (10 marks)