



PANAFRICACHRISTIAN UNIVERSITY

**END OF SEMESTER EXAMINATION FOR THE DIPLOMA IN
LEADERSHIP**

CAMPUS: ROYSAMBU

DEPARTMENT: LEADERSHIP

COURSE CODE: DLM200

COURSE TITLE: QUALITY MANAGEMENT AT WORKPLACE

EXAM DATE: TUESDAY 10th APRIL 2018

TIME: 5:30PM – 8:30PM

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer all questions in Section **A** and any other **ONE** questions in Section **B**.
- Write your **student number** on the answer booklet provided.

SECTION ONE ANSWER ALL QUESTIONS {30 Marks}

QUESTION 1. (10 Marks)

Define the following terms? **(2 Marks each)**

- a. Quality Management
- b. Quality Standards
- c. Quality Control
- d. Quality Assurance
- e. Quality Improvement

QUESTION 2. (10 Marks)

One of the KEY theorist of Quality Management is Edward Deming. Outline **FIVE** of his principles and give examples of how they affect quality in organizations?

QUESTION 3. (10 Marks)

- a. Define Quality Cost? **(2 Marks)**
- b. Explain with examples two Internal and two External failure costs**(8 Marks)**

SECTION TWO ANSWER ANYONEQUESTION {10 Marks}

QUESTION 4. (10 Marks)

- a. Outline **FIVE** basic Concepts of Total Quality Management? **(5 Marks)**
- b. List **FIVE** Barriers in Total Quality Management Implementation? **(5 Marks)**

QUESTION 5. (10 Marks)

(opening statement) List and explain **Five** dimensions of quality**(8 Marks)**

QUESTION 6.

- a. There are several tools of quality Management. Define what a tool of quality management is.
(2 Marks)
- b. List and explain **FOUR** Goals of the tool “Just in Time ”**(8 Marks)**