



**PAN AFRICA CHRISTIAN UNIVERSITY**

**END OF SEMESTER EXAMINATION**

**DEPARTMENT**

**LEADERSHIP**

**COURSE CODE**

**COURSE TITLE**

**QUALITY MANAGEMENT IN THE WORKPLACE**

**EXAM DATE**

**DECEMBER 2018**

**TIME**

**Duration**

**2 hours**

## **INSTRUCTIONS**

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

**SECTION A: ANSWER ALL QUESTION FROM THIS SECTION**

1. Define the following terms.
  - (a) Quality (2 marks)
  - (b) Quality management (2 marks)
  - (c) Expected quality (2 marks)
  - (d) Leadership is very important in the management of quality in an organization. Explain two characteristics of quality management leaders (4 marks)
2. (a) Explain any two benefits of managing quality in an organization (4 marks)
  - (b) Describe the meaning of each of the following terms as used in quality management
    - i) Quality of design
    - ii) Quality of customer service
    - iii) Organizational quality culture (6 marks)
- 3 (a) Deming, in his total quality management model identified several weaknesses that prevented the implementation of Total Quality Management (TQM) systems which he called the deadly diseases. Explain any three of these weaknesses (6 marks).
- (b) Participation is one of the Seven P's of total quality management model. Explain two ways in which leaders can create an environment for participation in an organization (4 marks).

**SECTION B: ANSWER ANY ONE QUESTION FROM THIS SECTION**

4. Quality management in an organization makes it to have a competitive advantage over other organizations. Describe the competitive advantage an organization gains as a result of quality management (10 marks)
5. Identify and explain the three components of Juran's trilogy model (10 marks)
6. In quality management, components of a process may be classified as 7 'M's. Explain five of these components (10 marks)

END