



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY
END OF SEMESTER EXAMINATION FOR DIPLOMA IN QUALITY MANAGEMENT
IN THE WORK PLACE
APRIL 2022 EXAMINATIONS

CAMPUS: ROYSAMBU

DEPARTMENT: QUALITY MANAGEMENT IN THE WORK PLACE

COURSE CODE: DLM 200

COURSE TITLE: QUALITY MANAGEMENT IN THE WORK PLACE

EXAM DATE:

TIME:

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your STUDENT NUMBER in the Answer Booklet given.
- Answer ALL questions in Section A and any other THREE questions in Section B.

Section A

SECTION A: COMPULSORY

Question one

XYZ Ltd Company which has specialized in producing detergents has not been performing well as compared to their competitors. After commissioning a market intelligence survey, it was ascertained that their main competitors have embraced Quality management. In order to compete effectively the top management of company has approached you as an expert on Quality Management for advice. (10 Marks)

Question two

a) Explain FIVE benefits XYZ Ltd company will enjoy by embracing Quality Management (10 Marks)

Section B Attempt any TWO questions in this section

Question Three

(a) Explain the meaning of the following terms as used in Quality Management:

- i. Quality (2 Marks)
- ii. Quality assurance (2 Marks)
- iii. Quality improvement (2 Marks)

b). Describe TWO challenges leaders and managers face in maintaining quality. (4 marks)

Question Four

- (a) Define customer satisfaction (2Marks)
- (b) State and explain TWO factors that influence customers value (4 Marks)
- (c) Differentiate between ISO 9000 and ISO 14000 standards as set by the International (4 Marks)

Question five

- (a) Explain with THREE reasons how leadership plays a more important role in achieving and maintaining quality within the organization. (6 marks)
- (b) Explain TWO reasons why customer retention in business is important (4Marks)

Question six

- (a) State and explain TWO strategies for identifying customer needs (4 Marks)
- (b) State and Explain any THREE determinants of customer satisfaction. (6 marks)

Question six

Explain FIVE benefits of building quality culture in an organization (10 marks)

Question seven

- (a) Explain five benefits of an organization becoming ISO certified. (5 marks)
- (b) Name and explain five barriers in implementing total quality management. (5 marks)

b) After XYZ limited embraces Quality Management it will produce quality products.

Explain five principles in Quality Management (10 Marks)