



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF THE
DIPLOMA IN BUSINESS ADMINISTRATION & DIPLOMA IN PURCHASING
AND SUPPLIES MANAGEMENT
SECOND SEMESTER 2022/2023
(SEPTEMBER - DECEMBER, 2022)

DBAD 0226: TOTAL QUALITY MANAGEMENT

STREAM: Y2 S2

TIME: 2 HOURS

DAY: FRIDAY, 9:00 A.M – 11:00A.M

DATE: 16/12/2022

INSTRUCTIONS:

- 1. Do not write anything on this question paper.***
- 2. Answer Question ONE (compulsory) and any other THREE questions.***

QUESTION ONE

- a) Elaborate the following quality concepts;
 - i. Quality (2marks)
 - ii. Total Quality Management (3marks)
 - iii. Continuous Improvement (2marks)
- b) Explain four issues that are core focus of TQM. (8marks)
- c) Explain any five dimensions of quality. (10marks)

QUESTION TWO

- a) Explain five principles of Total Quality Management. (10marks)
- b) Discuss the features of quality leaders. (5marks)

QUESTION THREE

Explain the benefits that a business would enjoy by implementing TQM.

(15marks)

QUESTION FOUR

- a) Explain the four types of quality costs. (8marks)
- b) What are the main differences between TQM and Traditional Management Approaches? (7marks)

QUESTION FIVE

- a) Discuss Crosby's 14 steps to quality improvement. (10marks)
- b) Explain the characteristics of team leaders. (5marks)