



**THE CO-OPERATIVE UNIVERSITY OF KENYA**

**END OF SEMESTER EXAMINATION DECEMBER-2022**

**EXAMINATION FOR THE DEGREE OF BACHELOR OF PURCHASING AND  
SUPPLIES MANAGEMENT, COMMERCE  
(YR III SEM II)**

**UNIT CODE: BMGT 2114/BMMT 2106**

**UNIT TITLE: TOTAL QUALITY MANAGEMENT**

**DATE: WEDNESDAY 14<sup>TH</sup> OCTOBER, 2022**

**TIME: 2:00 PM – 4:00 PM**

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**INSTRUCTIONS:**

- **Answer question ONE (compulsory) and any other TWO questions**

**QUESTION ONE**

- Describe FIVE obstacles that affect the implementation of Total Quality Management in organization (10 marks)
- Briefly explain FIVE tools of quality management that can be used by organizations (10 marks)
- Discuss the consequences of lack of commitment of the senior management in the implementation of TQM. (10 marks)

**QUESTION TWO**

- Describe the term “Business Process Re-engineering” as used in quality improvement by organization (10 marks)
- Outline the benefits and limitations of Business Process Re-engineering (10 marks)

**QUESTION THREE**

- Describe FIVE dimensions of Quality using suitable examples (10 marks)
- Using a diagram, explain the demining cycle of continuous quality improvement (10 marks)

**QUESTION FOUR**

- Describe FIVE benefits of a quality management system to a business organization (10 marks)
- Explain the following terms as used in process control (10 marks)
  - Set up control
  - Running control
  - Product control
  - Facilities control
  - Concept of dominance

**QUESTION FIVE**

- In TQM, there are costs of quality. Describe the various types of external failure costs (10 marks)
- Explain the importance of management commitment and employee involvement in Total Quality Management (10 marks)