

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT
UNIVERSITY EXAMINATION FOR THE DEGREE OF:
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT
(BTHMS14)

BMG 4440: QUALITY MANAGEMENT SYSTEMS
SPECIAL SUPPLEMENTARY EXAMINATION

SERIES: SEPT. 2017

TIME: 2 HOURS

DATE: Pick Date **SEPT. 2017**

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt Choose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

Question 1

- a) Briefly explain the three types of quality to a QMS in Hospitality organization (6 marks)
- b) Explain the quality management process (8 marks)
- c) Extrapolate the role of leaders in implementing QMS (10 marks)
- d) Discuss why more and more organizations are integrating a quality assurance department in their operations (6 marks)

SECTION B (Answer only TWO questions)

Question 2

Discuss the most appropriate rationale for implementing TQM in hospitality organizations

(20 marks)

Question 3

a) Briefly explain benefits hospitality organizations need to measure quality cost (10 marks)

b) Describe the three categories of quality related cost (10 marks)

Question 4

a) Describe why organizations are integrating the use of ISO certification standards within their organizations (10 marks)

b) Discuss key areas such ISO systems should comply with (10 marks)

Question 5

Describe factors that affect quality in hospitality organizations (20 marks)