



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

Department of Business Administration

**UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF BUSINESS ADMINISTRATION**

BMG 4302: TOTAL QUALITY MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2016

TIME: 2 HOURS

INSTRUCTIONS

Answer Question **ONE (Compulsory)** and any other **TWO** Questions.

QUESTION ONE

- a) Discuss the perspectives of quality. **(12 marks)**
- b) Discuss Service dimensions of quality. **(10 marks)**
- c) Discuss the benefits of becoming ISO certified organization. **(8 marks)**

QUESTION TWO

- (a) Discuss the drawbacks of benchmarking. **(10 marks)**
- (b) Discuss the benefits of BPR (Business Process Re-engineering). **(10 marks)**

QUESTION THREE

- (a) Discuss briefly the features of effective teams. **(10 marks)**
- (b) Discuss the importance of quality. **(10 marks)**

QUESTION FOUR

- (a) Briefly highlight why teams fail in an organization. **(12 marks)**
- (b) Discuss **FOUR** way to promote quality circles. **(8 marks)**

QUESTION FIVE

Discuss the quality tools used in an organization you are familiar with ?. **(20 marks)**