



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF PURE & APPLIED SCIENCES

UNIVERSITY EXAMINATION FOR:

BSFQ 14S/15S2

AFS: 4405: QUALITY MANAGEMENT SYSTEMS I

SPECIAL/ SUPPLIMENTARY EXAMINATIONS

SERIES: SEPTEMBER 2018

TIME: 2HOURS

DATE: Sep 2018

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 question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

(a) Define:

(i) Total Quality Management (TQM) **(1mark)**

(ii) Quality Plan **(1mark)**

(iii) Mission Statement **(1mark)**

(b) Differentiate:

(i) Quality Policy from Quality Objective **(4marks)**

- (ii) Quality Assurance from Quality Control (2marks)
- (c) (i) List THREE primary uses of a Quality Manual (3marks)
- (ii) Outline the benefits of having a Quality Manual (3marks)
- (iii) Explain the importance of Training, in maintaining a QMS (3marks)
- (d) Outline TWO responsibilities of the following people in training for quality:
- (i) Senior Management (2marks)
- (ii) Employees/Staff (2marks)
- (iii) Team Leaders (2marks)
- (e) (i) Outline the importance of control of production processes (3marks)
- (ii) Outline the benefits of keeping records of materials in an organization (3marks)

Question TWO

Explain the procedure for carrying out internal quality audits under the following sub-topics:

- (a) Planning (4marks)
- (b) Preparation (4marks)
- (c) Performing the audit (4marks)
- (d) Reporting (4marks)
- (e) Follow-up (4marks)

Question THREE

- (a) Outline the steps adopted in Quality Planning (8marks)
- (b) Explain any FOUR concepts of TQM (12marks)

Question FOUR

Explain the process of developing a Quality Management System under the following:

- (a) Determining processes (4marks)
- (b) Creating documents (4marks)

(c) Developing a quality manual **(4marks)**

(d) Documenting procedures **(4marks)**

(e) Controlling documents **(4marks)**

Question FIVE

Discuss the following principles of Total Quality Management (TQM)

(a) Team work **(10marks)**

(b) Customer satisfaction **(10marks)**