



UNIVERSITY COLLEGE TATI (UC TATI)

FINAL EXAMINATION QUESTION BOOKLET

COURSE CODE	: DTG 3093
COURSE	: QUALITY MANAGEMENT
SEMESTER/SESSION	: 1-2022/2023
DURATION	: 3.0 HOURS

Instructions:

1. This booklet contains **5** questions. Answer all questions
2. All answers should be written in answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, rise up your hand and ask the invigilator.

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 3 PRINTED PAGES INCLUDING COVER PAGE

Answer all five (5) questions.

Question 1

All business organizations like factories that's producing consumer products should consider 'quality' as a main factor to survive in the most competitive world. Customer expectations can be broken into a number of dimensions that customers use to judge the quality of a product. Discuss **FIVE (5)** out of the eight (8) dimensions of product quality. (20 marks)

Question 2

Total Quality Management (TQM) reflects a whole new attitude towards quality. TQM is about the culture of an organization. Illustrate that **TEN (10)** Total Quality Management (TQM) important elements are the elements that's make culture of TQM organization is different compare to traditional organization. (20 marks)

Question 3

- a) State **THREE (3)** steps of process improvement. (3 marks)
- b) There are seven basic quality tools usually used in quality control, name **SEVEN (7)** basic quality tools. (7 marks)
- c) The control chart is a graph used to study how a process changes over time. Data are plotted in time order. Sketch control chart and label all the main components. (10 marks)

Question 4

Quality Management System (QMS) audit means a systematic, independent examination of a quality system. QMS audits are typically performed at defined intervals and ensures that the institution has clearly-defined internal quality monitoring procedures linked to effective action.

- a) Classify the **THREE (3)** types of audit. (6 marks)
- b) Describe **SEVEN (7)** purpose of quality system audit. (14 marks)

Question 5

- a) There are **FIVE (5)** stages development of teams: forming, storming, norming, performing and adjourning. Describe all that stages. (10 marks)
- b) Quality Management System (QMS) emphasizes continuous improvement in products/services to meet customer's expectations, predict **FIVE (5)** common issues and challenges in managing quality. (10 marks)

-----End of questions -----

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Criteria	Marks
All questions answered will be marked according to the answer scheme	/100

