



**FINAL EXAMINATION**  
**NOVEMBER 2023**

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<b>COURSE TITLE</b>	<b>QUALITY MANAGEMENT SYSTEMS AND AUDITING</b>
<b>COURSE CODE</b>	<b>RMGT4223</b>
<b>DATE/DAY</b>	<b>14 FEBRUARY 2024 / WEDNESDAY</b>
<b>TIME/DURATION</b>	<b>09:00 AM - 11:00 AM / 02 Hour(s) 00 Minute(s)</b>

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**INSTRUCTIONS TO CANDIDATES:**

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 2 Printed Pages including front page)

**\*\*\*DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO\*\*\***

This question paper consists of ONE (1) section. Answer ALL questions in the answer booklet provided. [50 MARKS]

There are FOUR (4) questions only. Answer ALL questions in the answer booklet.

Harmony Electronics, a leading manufacturer of electronic components, has recognized the importance of implementing a robust quality management system (QMS) to enhance its processes and customer satisfaction. The company decides to pursue ISO 9001:2015 certification, a globally recognized standard for quality management. There are few common registration problems that they currently had faced.

**QUESTION 1**

Based on the statement above, describe FIVE (5) solution on how to solve the common registration problems in ISO for Harmony Electronics. (10 Marks)

**QUESTION 2**

Explain FIVE (5) benefits of continuous improvement. (10 Marks)

**QUESTION 3**

The ISO registration process comes after company's ISO 9001 audit. The purpose of registering the company is to show that they have met the requirements.

a) Explain the EIGHT (8) steps in the ISO registration process. (16 Marks)

b) Write TWO (2) ways to ensure the company achieve cost-effective certification. (4 Marks)

**QUESTION 4**

Explain FIVE (5) functional areas that need to be manage effectively for improving the systems of business organizations. (10 Marks)

\*\*\* END OF QUESTION \*\*\*