



FINAL EXAMINATION
MARCH 2024

COURSE TITLE	TOTAL QUALITY MANAGEMENT
COURSE CODE	RMGT4213
DATE/DAY	21 JUNE 2024 / FRIDAY
TIME/DURATION	03:00 PM - 05:00 PM / 02 Hour(s) 00 Minute(s)

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]

SECTION A

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

QUESTION 1

Failure Mode and Effect Analysis (FMEA) is a systematic method for identifying and prioritizing potential failure modes in a system, product, or process, and assessing the impact of those failures. Clarify **FIVE (5)** reasons why organization use FMEA? (20 marks)

QUESTION 2

Statistical Process Control (SPC) is a method used to monitor and control a process through statistical analysis. It helps ensure that a process operates efficiently, producing products or services that meet specifications. Explain **FOUR (4)** steps involved in using the SPC method. (16 marks)

QUESTION 3

Improving a process is essential for enhancing efficiency, reducing costs, and increasing quality. Discuss **FIVE (5)** ways to improve a process in continuous improvement business strategy. (10 marks)

QUESTION 4

Describe the term "Total Quality Management". (4 marks)

***** END OF QUESTION PAPER *****