



FINAL EXAMINATION
NOVEMBER 2023

COURSE TITLE	QUALITY MANAGEMENT
COURSE CODE	RMGT3233
DATE/DAY	22 FEBRUARY 2024 / THURSDAY
TIME/DURATION	02:00 PM - 04:00 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 4 Printed Pages including front page)

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

This question paper contains TWO (2) sections. Answer ALL questions in the answer booklet provided. [60 MARKS]

SECTION A

(20 Marks)

There are TEN (10) questions in this section. Answer ALL questions in the answer booklet.

1. What is the MAIN goal of Six Sigma methodology?
 - A. To achieve zero defects in manufacturing processes
 - B. To minimize employee training and development costs
 - C. To maximize profits at the expense of quality
 - D. To eliminate all variation in a process

2. What is the DMAIC methodology in Six Sigma primarily used for?
 - A. Designing new products
 - B. Defining project goals and customer deliverables
 - C. Developing marketing strategies
 - D. Determining employee performance metrics

3. Which of the following is a key role in the Six Sigma framework responsible for leading and managing Six Sigma projects within an organization?
 - A. Green Belt
 - B. Black Belt
 - C. Yellow Belt
 - D. White Belt

4. In statistical terms, if a process is operating within three standard deviations of the mean, what percentage of data points is expected to fall within this range?
 - A. Approximately 68.27%
 - B. Approximately 95.45%
 - C. Approximately 99.73%
 - D. Exactly 100%

5. How does Kaizen contribute to waste reduction?
 - A. By promoting large-scale changes
 - B. By ignoring inefficiencies
 - C. By focusing on continuous small improvements
 - D. By avoiding any change in processes

6. Which of the following is **NOT** a function of Poka Yoke?
- A. Help operators avoid mistakes in their work caused by choosing the wrong part.
 - B. Involves the implementation of fail-safe ways methods that detect human error near the source.
 - C. Provides instant feedback and prevention of quality problems
 - D. Use of common sense to improve cost, quality and delivery
7. From the following 3Ms of KAIZEN, which is **NOT** an element of it?
- A. Mura Abnormality
 - B. Madi Sense
 - C. Muri Stress
 - D. Muda Waste
8. What is one potential challenge organizations might face during the implementation of benchmarking initiatives?
- A. Limited access to industry data
 - B. Lack of commitment from employees
 - C. Overemphasis on internal processes
 - D. Avoiding any change in existing practices
9. What is benchmarking in the context of quality management?
- A. Setting unrealistic goals
 - B. Comparing performance against the best performers
 - C. Ignoring competitors' practices
 - D. Focusing solely on internal processes
10. Which of the following is **NOT** a type of benchmarking?
- A. Process benchmarking
 - B. Financial benchmarking
 - C. Objective benchmarking
 - D. Product benchmarking

SECTION B

(40 Marks)

There are **TWO (2)** questions in this section. Answer **ALL** questions in the answer booklet.

1. Using an example of a service organisation, describe the **FOUR (4)** building blocks for the organisation's system of quality improvement. (20 marks)
2. Describe any **FOUR (4)** tools of Ishikawa quality control and its applications. (20 marks)

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


UNIRAZAK
UNIVERSITI TUN ABDUL RAZAK
Copying, modifying, or reprinting, is not permitted.