



**MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY
(MMUST)**

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

THIRD YEAR SPECIAL & SUPPLEMENTARY EXAMINATION

**FOR THE DEGREE
OF
BACHELOR OF SCIENCE IN INDUSTRIAL CHEMISTRY**

COURSE CODE: SCI 265

COURSE TITLE: TOTAL QUALITY MANAGEMENT IN MANUFACTURING INDUSTRY

DATE: TUESDAY, 5TH AUGUST 2022

TIME: 11:00 – 1:00PM

INSTRUCTIONS TO CANDIDATES

Read, understand and answer all questions as directed.

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.



SCI 265: Total Quality Management

Q1.

[20 Marks]

- (a) What is TQM? [2]
- (b) Explain the historical quality philosophies of Deming, Juran and Crosby that contributed significantly to quality perspectives today. [6]
- (c) What is the commonality of themes of key quality Gurus? [2]
- (d) What are the key characteristics of a TQM leader? [2]
- (e) Discuss the ISO Quality Management Principles. [8]

Q2.

[17 Marks]

- (a) Who is a customer in quality management? [1]
- (b) Differentiate between an external customer and an internal customer. [2]
- (c) Discuss 'Process Approach' and 'Systems approach' in TQM clearly illustrating your answers with relevant charts. [14]

Q3.

[17 Marks]

- (a) Quality is expensive. What is the cost of quality giving the details and relevant examples? [12]
- (b) Can other departments outside of the quality unit be held responsible for releasing raw materials and intermediates? [5]

Q4.

[16 marks]

- (a) Explain and give one (1) relevant example of an SOP on Recruitment of personnel in your organization. [8]
- (b) Below is an illustration of an important concept in quality management. Explain. [8]

