

LAIKIPIA



UNIVERSITY

UNIVERSITY EXAMINATIONS

2ND SEMESTER 2023/2024 ACADEMIC YEAR

EXAMINATION FOR MASTERS OF BUSINESS ADMINISTRATION

MBAD 785: TOTAL QUALITY MANAGEMENT (HUMAN RESOURCE OPTION & STRATEGIC MANAGEMENT OPTION)

STREAM: MBA

TIME: 3 HRS

DAY: WEDNESDAY [12.30-3.30 P.M]

DATE: 27/03/2024

THIS QUESTION PAPER CONSISTS OF TWO (2) PAGES

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Instructions: Answer Question One and any other Three Questions.

Question One

- a) Explain the concept Just in Time (JIT) and describe the benefits that accrue to organizations that practice it **[7 Marks]**

- b) Organizations that practice Total quality management seems to perform better than those that do not. Discuss the benefits that accrue to organizations that practice total quality management. **[8 Marks]**

Question Two

“Service institution may not apply the provisions of Quality Management”. Critique this statement using the ‘dimension’ and ‘correlates’ of quality. **[15 Marks]**

Question Three

Organizations that are use the total quality management approach must be guided clearly by the TQM principles. By use of examples, discuss fully the five TQM principles that such organizations can employ. **[15 Marks]**

Question Four

As part of their continuous improvement process, ABC company has been advised to undertake benchmarking in their organizations. Explain to ABC company on the various types of benchmarking practices they can undertake. **[15 Marks]**

Question Five

Organizations that practice total quality management differ from those that do not. By use of examples, clearly differentiate between Total Quality Management and traditional management **[15 Marks]**

