

**UNIVERSITY COLLEGE TATI (UC TATI)****FINAL EXAMINATION QUESTION BOOKLET**

COURSE CODE	: DTG 3093
COURSE	: QUALITY MANAGEMENT
SEMESTER/SESSION	: 1-2023/2024
DURATION	: 3.0 HOURS

Instructions:

1. This booklet contains **5** questions. Answer all questions
2. All answers should be written in answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise up your hand and ask the invigilator.

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 3 PRINTED PAGES INCLUDING COVER PAGE

Question 1

The dimensions of quality are used at a strategic level to analyze the product or service quality characteristics, and there are different dimensions of measuring the quality of goods or services. These dimensions help to increase the satisfaction of customers. Discuss **FIVE (5)** dimensions of product quality. (20 marks)

Question 2

Total Quality Management (TQM) is a management framework based on the belief that an organization can build long-term success by having all its members from low-level workers to its highest-ranking executives focus on improving quality. Illustrate that **FIVE (5)** TQM principles that's make culture of TQM organization is different compare to traditional organization. (20 marks)

Question 3

- a) State steps of process improvement and name **SEVEN (7)** basic quality tools that may be used in that process. (10 marks)
- b) The control chart is a graph used to study how a process changes over time. Data are plotted in time order. Sketch control chart and label all the main components. (10 marks)

Question 4

A QMS audit is an independent, objective evaluation of how well the system conforms to its own requirements, as well as to international quality standards. QMS audits are typically performed at defined intervals and ensures that the institution has clearly-defined internal quality monitoring procedures linked to effective action.

- a) Describe first, second and third party audit. (6 marks)
- b) Give **SEVEN (7)** purposes of quality system audit. (14 marks)

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Question 5

- a) There are **FIVE (5)** stages development of teams: forming, storming, norming, performing and adjourning. Describe all that stages. (10 marks)
- b) Quality Management System (QMS) emphasizes continuous improvement in products/services to meet customer's expectations, predict **FIVE (5)** common issues and challenges in managing quality. (10 marks)

-----End of questions -----

