



BOWEN UNIVERSITY, IWO
College of Management and Social Sciences
Business Administration Programme
Second Semester 2021/2022 Examination

Level	: 300
Course Title	: Total Quality Management
Course Code	: BUS 322
Credit	: 3
Instruction	: Answer Question 1 & any other three Questions.
Time Allowed	: 3 Hours
Date	: Friday 22 nd of July 2022

1. (a) Define Total Quality Management (TQM) and state TEN of its benefits. **(7 Marks)**
(b) Discuss the PDCA cycle of TQM. **(6 Marks)**
(c) Total Quality Management has contributed immensely to the growth of businesses.
Discuss this with various examples. **(12 Marks)**
2. (a) The success of total quality management depends on eight elements which are further classified into four groups. Explain these 4 groups. **(12 Marks)**
(b) List any three models of total quality management. **(3 Marks)**
3. (a) State W. Edwards Deming's 14 points for total quality management. **(7 Marks)**
(b) Discuss the development of quality management according to (Dale and Plunkett, 1990). **(8 Marks)**
4. Write short notes on the following TQM tools:
 - i. Pareto Principles **(3 Marks)**
 - ii. Cause and Effect **(3 Marks)**
 - iii. Check Sheets **(3 Marks)**
 - iv. Check List **(3 Marks)**
 - v. Histogram **(3 Marks)**
5. (a) Name the various types of Benchmarking. **(6 Marks)**
(b) Discuss the procedures of achieving effective Benchmarking in an organisation **(9 Marks)**
6. (a) Six sigma is a process which helps in improving the overall processes and systems by identifying and eventually removing the hurdles which might stop the organisation to reach the levels of perfection. Discuss this using the Six Sigma methods. **(10 Marks)**
(b) Mention five differences between Six Sigma and Total Quality Management. **(5 Marks)**