



REFORMED CHURCH UNIVERSITY

FACULTY OF COMMERCE

**Bachelor of Commerce Honours Degree in Human Resources, Industrial and
Labour Relations Management**

Total Quality Management

HHRM 213

Part 2 Semester 2 Examination

Total Marks [100]

Date: June 2019

Time: 3 Hours

INSTRUCTIONS

1. This paper has *six (6)* questions
2. Answer question *one (1)* and *any* other *three (3)*
3. Each question carries *25 marks*
4. Start each question on a new page

1. Discuss the rationale behind the adoption of Total Quality Management (TQM) philosophy in modern day businesses. (25)
2. Compare and contrast Deming and Juran's contribution to Total Quality Management. (25)
3. Discuss the relevance of quality circles in organisations. (25)
4. Evaluate the ISO 9000 series of standards in Total Quality Management. (25)
5. Assess the importance of Japanese 5S principles and the 8D methodology to quality management. (25)
6. Evaluate the steps involved in the six sigma methodology in improving Total Quality Management process. (25)

End of paper