



**UNIVERSITI TUN HUSSEIN ONN
MALAYSIA**

**FINAL EXAMINATION
SEMESTER I SESSION 2010/2011**

SUBJECT NAME : QUALITY MANAGEMENT
SUBJECT CODE ; BPB44002
COURSE : 2BPB
EXAMINATION DATE : NOVEMBER/DISEMBER
2010
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF 3 PAGES

- Q1 Benchmarking has become a popular tool among companies in order to be more competitive and striving for world class performance.
- (a) Discuss **THREE (3)** prerequisites before undertaking benchmarking effort. (6 marks)
- (b) Discuss **TWO (2)** common obstacles to successful benchmarking in various companies. (4 marks)
- Q2 One of the most fundamental elements of total quality is a continual improvement.
- Continual improvement is not about solving isolated problems as they occur. It is recommended that essential improvement activities which are crucial to continual improvement should be solved in coordinated manner.
- Discuss the **FIVE (5)** components of continual improvement activities with the aid of appropriate diagram. (10 marks)
- Q3 (a) ISO 9000 is a family of standards and guidelines related to the quality Management system (QMS). It sets the requirements for the assurance of quality and for management involvement.
- State **EIGHT (8)** principles of the ISO 9000 QMS. (4 marks)
- (b) QMS in ISO 9000 is a management system to direct and control an organization with regard to quality. It involves the documentation of QMS.
- Discuss **THREE (3)** types of documentation needed for QMS. (6 marks)

- Q4 (a) For total quality to take place in any organization, several requirements are needed for its implementation.

Discuss **THREE (3)** requirements needed for the implementation of total quality.

(6 marks)

- (b) Total quality implementation have caused some failures due to its wrong approaches.

Discuss **TWO (2)** total quality approaches that organization should avoid to minimize the failures.

(4 marks)

END OF QUESTION PAPER