



FINAL EXAMINATION
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS) HUMAN
RESOURCE MANAGEMENT
BACHELOR IN BUSINESS ADMINISTRATION (HONOURS) DIGITAL
MARKETING

COURSE : QUALITY MANAGEMENT

COURSE CODE : MGT3383/MGT3113

DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **THREE (3)** parts : PART A (20 questions)
: PART B (2 questions)
: PART C (2 questions)
2. Answer ALL questions from PART A and PART B.
 - i. Answer PART A in the True/False Answer Sheet.
 - ii. Answer PART B and PART C in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper
 - ii. An Answer Booklet
 - iii. A True/False Answer Sheet
4. Do not bring any material into the examination hall. An electronic calculator is allowed.
5. Please write your answer using permanent ink.

MYKAD/ PASSPORT NO. : _____
ID. NO. : _____
LECTURER : _____
SECTION : _____

DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 5 printed pages including the front page

PART A: TRUE OR FALSE**Answer ALL questions.**

1. According to the Three-Legged Stool concept, quality is determined by the customer's perception of what is acceptable. True / False
2. Reliability measures the probability that a product will fail within a specified period of time. True / False
3. Quality does not have a single universal definition and may vary depending on perspective. True / False
4. Fourteen principles in quality improvement introduced by W. Edward Deming. True / False
5. Continuous improvement in Total Quality Management (TQM) requires ongoing evaluation and refinement of processes rather than one-time corrective actions. True / False
6. One of the key benefits of training is that it enables employees to respond more effectively to organizational change. True / False
7. In a Total Quality setting, employees are provided with training that is directly related to their job responsibilities. True / False
8. Training evaluation should only be conducted after the completion of a training program. True / False
9. Establishing learner control in training allows employees to make decisions about the pace, content, and sequence of their learning. True / False
10. Once employees complete initial training, there is no need for refresher courses or follow-up sessions. True / False
11. ISO 9000 sets forth a standard of quality or performance for any product or service offered by an organization. True / False

12. ISO 9001:2015 is a certifiable standard that guarantees defect-free products. True / False
13. Only manufacturing organizations are eligible to obtain ISO 9001:2015 certification. True / False
14. Maintaining ISO 9001:2015 certification requires regular audits and continual improvement. True / False
15. ISO 9000 focuses exclusively on product quality rather than quality management systems. True / False
16. Information should only be shared after improvement have been implemented. True / False
17. Lean focuses primarily on reducing costs, even if it negatively affects product quality or customer satisfaction. True / False
18. Kaizen emphasizes large, radical changes to processes rather than small, continuous improvements. True / False
19. Motion waste refers to any unnecessary movement by people or machines that does not add value to the product or service. True / False
20. Lean Six Sigma aims to optimize organizational processes and operations by systematically eliminating waste, minimizing variation, and enhancing overall performance. True / False

(TOTAL: 20 MARKS)

PART B: SHORT STRUCTURED

Answer ALL questions.

1. a. Explain **TWO (2)** key characteristic of Total Quality Management (TQM) approach in quality management.

(5 marks)

- b. Describe **FOUR (4)** characteristics based on Garvin's product quality dimensions.

(10 marks)

(Total: 15 marks)

2. a. Define and explain the concept of a Quality Management System (QMS).

(5 marks)

- b. Discuss **FOUR (4)** key components of a Quality Management System (QMS) implemented in a organization.

(10 marks)

(Total: 15 marks)

(TOTAL: 30 MARKS)

PART C: LONG STRUCTURED

Answer ALL questions.

1. a. Identify and explain **TWO (2)** training purpose in organizations.
(5 marks)
b. Discuss **FOUR (4)** reasons for implementing employee training programs in organizations with an example for each reason.
(20 marks)
(Total: 25 marks)
2. Describe **FIVE (5)** key improvement activities required for continual improvement.
(Total: 25 marks)

(TOTAL: 50 MARKS)
(TOTAL: 100 MARKS)

END OF QUESTION PAPER

