



KENYATTA UNIVERSITY
DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)
EXAMINATION FOR THE DEGREE OF BACHELOR OF LIBRARY AND
INFORMATION SCIENCE

ISC 107: QUALITY ASSURANCE IN INFORMATION SERVICES

2ND TRIMESTER 2021/2022

TIME: 2 HOURS

INSTRUCTIONS: Answer Question ONE and any other TWO Questions.

1. a. Explain why quality assurance is important in information centres? (10 marks)
 b. Describe the problems organizations have in the implementation of TQM. (10 marks)
 c. Outline the goals of quality assurance. (10 marks)
2. Explain the concept of “Quality Assurance” and “Total Quality Management. Illustrate your answer with appropriate examples. (20 marks)
3. Describe the SERVQUAL MODEL and show its relevance to service quality management in Information Centres. (20 marks)
4. Highlight ten (10) qualities of a good quality assurance manager. (20 marks)
5. Explain any ten (10) points of Deming’s total quality management. (20 marks)