



# KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2011/2012

## SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE

### SCH 313: QUALITY ASSURANCE AND LABORATORY MANAGEMENT

DATE: Monday 26<sup>th</sup> March 2012

TIME: 2.00p.m – 4.00p.m

Instructions: Attempt All Questions.

#### Question 1. (TOTAL 18 MARKS)

a. In the context of Quality Management System explain your understanding of :

- i.) A customer . (2 Marks)
- ii.) Being customer focused. (1 Marks)
- iii.) Customer Requirement. (1 Marks)
- iv.) Customer satisfaction. (1Marks)

b. Distinguish between:

- i.) Documents and Records in Quality Management Systems. (2 Marks)
- ii.) Which procedures can be used to develop a good documentation (6 Marks)
- iii.) What are the advantages of having a good documentation system (5 Marks)

#### Question 2. (TOTAL 14 MARKS)

a.) Define the following.

- i.) The 3E's in Quality Management Systems (3 Marks)
- ii.) Explain which two Quality Management Principles are founded on the 3E's? (4 Marks)
- iii.) Which Quality management principle in its implication intends to improve and maintain the 3E's? (1 Mark)
- iv.) State its implication (2 Marks)

b.) A Quality assurance Audit on two companies ,namely X and Y gave the following summary in their report .

*Company X:* the management system seems to be experiencing dispensation and lacks consistency.

*Company Y:* the management system seems to be confused and is slow to change.

With the help of the Deming cycle:

- i.) Advice the companies on how they can achieve a continual improvement model (2 Marks)
- ii.) Underline the main causes of the above in each of the companies. (2 Marks)

**Question 3 (TOTAL 14 MARKS)**

- a.) To minimize on defects, TQM stages on defects can be adopted.
- i.) Define TQM (2 Marks)
  - ii.) Mention the three stages of TQM and how they can help in reducing quality Defects (6 Marks)
- b.) At what stage of Quality Assessment will you be able to confirm the following :
- i) Percentage of water in crude oil (2 Marks)
  - ii) The green color of diesel fuel (2 Marks)
  - iii) Proper packaging and labeling of drugs before supply (2 Marks)

**Question 4 (TOTAL 24 MARKS)**

- a) Who is an Auditor? (1 Mark)
- b) What are the attributes of a good auditor? (7 Marks)
- c) You are to audit a pharmaceutical company
  - i) Name and Explain the type of audit you expect to conduct (5 Marks)
  - ii) Write a six point clear list you will prepare on the main areas you would wish to audit.
- d) A First Aids room is an essential requirement in a laboratory. Discuss how a first aids room should be designed and the equipment that should be in it. (6 Marks)

THE END