



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2009/2010

INSTITUTE OF OPEN LEARNING (IOL)

EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE

(SOFTWARE ENGINEERING)

SET 503: QUALITY CONTROL

DATE: Saturday, 24th July, 2010

TIME: 2.00 p.m. – 4.00 p.m.

INSTRUCTIONS:

Answer any **THREE** questions.

1. a) Define quality (5 marks)
 b) Outline three aspects of the quality improvement model (15 marks)
2. a) What is TQM? (5 marks)
 b) Discuss the eight quality management principles of TQM (15 marks)
3. a) What is JIT and QCD? (10 marks)
 b) Give four reasons why continuous quality improvement is vital for water supply management. (10 marks)
4. In the modern concept of customer and supplier relationship, define each giving at least two examples. (20 marks)
5. State with short explanations at least 5 tools of quality control (20 marks)