



STRATHORE BUSINESS SCHOOL
BACHELOR OF SCIENCE IN SUPPLY CHAIN AND OPERATIONS MANAGEMENT
END OF SEMESTER EXAMINATION
BCS 4101: QUALITY CONTROL SYSTEMS

Date: Thursday, 3rd August 2023

Time: 2 Hours

Instructions:

Question ONE is compulsory Answer any other two questions

QUESTION ONE (40 MARKS)

- a) With the Covid 19 disruption, majority of institutions for higher learning have had to transition to remote teaching where Strathmore University is not an exception. Even though currently, the University is utilizing a hybrid model. With such, Strathmore University has had to deal with the aftermath of zoom fatigue for both students and staff. Also, the institution has had to deal with the student number fluctuations as a result of the challenges that have come with the pandemic. What are the TWO (2) Japanese terminologies that the case at hand alludes to? **(5 Marks)**
- b) Strathmore University is looking into best world practices to enhance its customer service experience. In addition, the institution is keen in aligning its internal functions for better customer satisfaction. Explain any TEN (10) types of benchmarking that Strathmore University should consider in achieving its goal of enhancing the customer experience. **(10 Marks)**
- c) You have just been employed as a quality control consultant in one of the manufacturing firms in Kenya and your first assignment is to provide a framework for benchmarking. Discuss. **(15 Marks)**

- d) Evaluate any FIVE (5) dimensions of quality that will align the voice of your customers and that of your engineers for the new product you would like to launch in a years' time.

(10 Marks)

QUESTION TWO (10 MARKS)

Your company will be celebrating its 100th birthday and you are thinking of redesigning its entire business model. Discuss.

(10 Marks)

QUESTION THREE (10 MARKS)

- a) Using a practical example, describe any FIVE (5) Kaizen principles. **(5 Marks)**
b) Discuss the 5S methodology. **(5 Marks)**

QUESTION FOUR (10 MARKS)

Strathmore University is looking into venturing to markets in South and West Africa. To achieve this, it needs to have an enterprise wide kind of thinking, bringing on board all staff for discussions towards its achievement of its objectives. Advise Strathmore University on the employment of quality circles and develop for them a quality circle structure.

(10 Marks)

QUESTION FIVE (10 MARKS)

With the COVID 19 disruption that has seen majority of organizations' employees working from home, there is need for these organizations to have a total productive maintenance for their machines in transitioning to normalcy. Assuming you work for company XYZ as a quality assurance manager with specific focus to productive maintenance, explain the metamorphosis of cleaning to high quality standards for Strathmore University.

(10 Marks)