



**STRATHMORE BUSINESS SCHOOL**  
**BACHELOR OF SCIENCE IN SUPPLY CHAIN AND OPERATIONS MANAGEMENT**  
**END OF SEMESTER EXAMINATION**  
**SCM 3105: QUALITY CONTROL SYSTEMS**

**DATE:** Tue, 23<sup>rd</sup> July 2024

**TIME:** 13:00 – 15:00

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**Instructions**

Question **One** is **compulsory**. Answer any other **two** questions

**QUESTION ONE** **(40 MARKS)**

With the recent floods in the country, humanitarian supply chain actors such as the Red Cross had to step up to save human lives and other lives. This means the production of certain relief items went up due to demand overstressing the operations of the disaster relief supply chain.

- a) Outline any **TWO** Japanese terminologies that the case at hand alludes to? **(4 Marks)**
- b) Evaluate any **THREE** zeroes of total productive maintenance. **(6 Marks)**
- c) Using practical examples, outline any **FIVE** principles of Kaizen. **(10 Marks)**
- d) Distinguish using **FIVE** points between the 5S methodology and total productive maintenance. **(10 Marks)**
- e) Discuss any **FIVE** emerging trends in quality control systems. **(10 Marks)**

**QUESTION TWO** **(10 MARKS)**

Your company wants to be an industry leader in the next 5 years. As part of the strategy towards that vision, you need to develop a benchmarking plan, and your starting point is on the types of benchmarking. Explain any **FIVE** benchmarking types that you may consider. **(10 Marks)**

**QUESTION THREE** **(10 MARKS)**

Using a practical example, describe the process steps to building a house of quality. **(10 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 achieving 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)**

You are a key consultant in business process re-engineering, and a company has approached you about adopting business process reengineering. Explain **FIVE** principles that the organization needs to understand before adopting business process reengineering. **(10 Marks)**