



## UNIVERSITY COLLEGE TATI (UC TATI)

## FINAL EXAMINATION QUESTION BOOKLET

COURSE CODE	: DTD 3013
COURSE	: QUALITY TOOLS AND MANAGEMENT
SEMESTER/SESSION	: 2 - 2022/2023
DURATION	: 3 HOURS

Instructions:

1. This booklet contains **five (5)** questions. Answer **all** questions.
2. All answers should be written in answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise up your hand and ask the invigilator.

**DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO**

**THIS BOOKLET CONTAINS 6 PRINTED PAGES INCLUDING COVER PAGE**

**QUESTION 1**

- a) Many managers work in an organization. However, these managers do not work at the same level. They work and operate at different positions. Hierarchy of these managerial positions is called Levels of Management. **List** and sketch a hierarchical view of management levels. (5 marks)
- b) **Explain** four (4) functions of management. (4 marks)
- c) You as a production manager must manage the situation during Covid 19 pandemic at your organization. **Classify** your action using four (4) functions of HR manager. (8 marks)

**QUESTION 2**

Although goods and services often go hand in hand, there are some very basic differences between the two

- a) **Present** the difference between goods and services. (6 marks)
- b) Involves the planning and coordinating of work to ensure that goods of the right quality are produced on time, in the required quantities and the at minimum cost. **Give** five (5) examples of the cost of production. (5 marks)
- c) Refer to Figure 1, **explain** the water tank analogy for the inventory system. (4 marks)

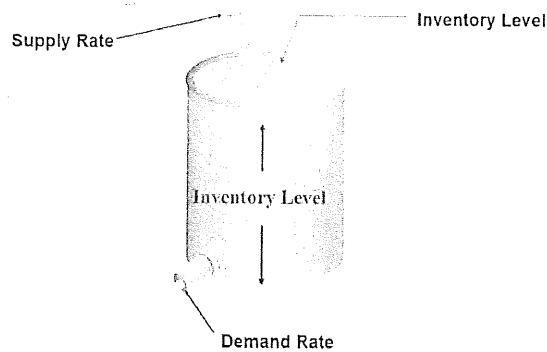


Figure 1: Water tank analogy for inventory

- d) **Give** two (2) examples of the technology used to monitor inventory levels. (2 marks)

### QUESTION 3

Quality does apply to every product, service and process that can be acceptable or unacceptable. Quality is vital to the survival of every enterprise.

- a) **Define** the term of quality. (3 marks)
- b) Some Japanese companies have started to use a newer definition of quality as "providing extraordinary customer satisfaction". With reference to Figure 2, state **evidence** to prove that term. (5 marks)



Figure 2: Cordless vacuum

- c) **Give examples** of three (3) quality gurus and **explain** their contribution to the quality system. (6 marks)
- d) **Illustrate** the important of quality in the production. (6 marks)
- e) The fishbone or cause and effect or Ishikawa diagram is the same thing. **Identify** the fishbone diagram shape and label all main basic elements. (6 marks)

**QUESTION 4**

Maintenance can be defined as all activities necessary in keeping a system and all its components in working order.

- a) **Define** the term of Total Productive Maintenance (TPM). (2 marks)
- b) **Give** three (3) TPM objectives. (3 marks)
- c) Total Productive Maintenance (TPM) is a maintenance program which involves a newly defined concept for maintaining plants and equipment. **Explain** benefits of TPM. (4 marks)
- d) The following adapt concerning defective points was obtained in connection with work done by manufacturer of light electrical appliances on the assembly and wiring of a print board. From the data given, **construct** the Pareto table and plot the Pareto chart. (15 marks)

Defective Item	No of Defects
Inadequate cleaning	4
Soldering omitted	6
Defective attachment of parts	7
Defective fastening of screws	26
Locking of screws omitted	5
Mould soldering defects	41
Others	3

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**QUESTION 5**

A Quality Management System (QMS) in accordance with ISO 9001:2008 will provide organization with a set of processes that ensure a common sense approach to the management of the organization.

- a) **Describe** two (2) standards in the ISO 9000 family. (2 marks)
- b) **Present** the importance of Audits process in ISO. (5 marks)
- c) **Illustrate** five (5) purpose of ISO 9001:2008. (5 marks)
- d) **Determine** the reason why company need ISO. (4 marks)

-----End of Question-----

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Criteria	Marks
All question answered will be marked according to the answer scheme	/100