



MAASAI MARA UNIVERSITY
REGULAR UNIVERSITY EXAMINATIONS
2021 /2022 ACADEMIC YEAR
FOURTH YEAR FIRST SEMESTER
SCHOOL OF BUSINESS & ECONOMICS
BACHELOR OF COMMERCE
COURSE CODE: BPM 4103,
COURSE TITLE: PROJECT QUALITY AND RISK
MANAGEMENT

DATE: TH Dec 2022 TIME: 00.00HRS

INSTRUCTIONS:

1. Attempt questions ONE and any other THREE.
2. Do NOT write on this question paper

1. a) Clearly differentiate between Deming's theory and Juran theory of quality management (15mks)

b) Discuss the key components of quality management (10Mks)
2. As a quality manager your invited to are seminar to educated the newly employed staff on quality management discuss in details the principls of quality management (15mks)
3. Project XY has hired you as the manager your required to identify all the risks that the project is bound to be faced with.(8mks)

b) Explain to the project stakeholders how the identified risks above can be managed? (7Mks)
4. The cause - effect diagram also known as the fish - born diagram is one of the basic quality tools explain the concepts of this tool? (15Mks)
4. A Quality Management System (QMS) is a systematic process for achieving quality objectives for every organization.in light with this elaborate these objectives to management of quality (15Mks)

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