

# WOMEN'S UNIVERSITY IN AFRICA



*Addressing gender disparity and fostering equity in University Education*

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**FACULTY OF MANAGEMENT AND ENTREPRENEURIAL SCIENCES**

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**BSc HONOURS DEGREE IN INFORMATION SYSTEMS**

**MAIN PAPER**

**IS313:                   QUALITY MANAGEMENT**

**INTAKE 22:            THIRD YEAR SECOND SEMESTER**

**TIME: 2 HOURS AFTERNOON**

**INSTRUCTIONS TO CANDIDATES**

Answer any **four** questions.

### **QUESTION 1**

Supply chain is one part of the enterprise architecture. Different enterprise architectures will result in different supply chain operations. One must first analyse the enterprise architectures before we proceed on the supply chain architecture solutions. Upon the problem analyses, we systematically value stream map and re-engineer the enterprise process flow. Lean supply chain management is not about “fixing” what someone else is doing wrong. It is about identifying and eliminating waste as measured in time, inventory and cost across the complete supply chain. This requires continuous effort and improvement. Quality Management Systems (QMS) enable organisations to demonstrate their commitment to delivering quality services and products to their clients. In this category we also find the Quality Management Standard ISO9000, a QMS toolkit on QMS.

- a) Explain the link and applicability of lean supply chain management to ICT governance and the benefits thereto. [10]
- b) Draw and illustrate the DMAIC with emphasis on ICT governance [10]
- c) How should an organisation make use of a Quality Management Systems? (QMS)? [5]

### **QUESTION 2**

- a) Examine the various challenges that can be faced during the implementation of Total Quality Management from an Information Technology perspective. [10]
- b) Evaluate the conditions that would be kept in mind while empowering people in the context of Total Quality Management. [15]

### **QUESTION 3**

- a) ‘Leadership and Management are two distinct but complementary systems. While managers promote stability, leaders press for change. Only organisations that can embrace both sides of that contradiction can thrive in turbulent times’ (Kotter, 1995). Discuss [17]
- b) Outline the concept of ‘Process Reengineering’ and its relevance to TQM. [8]

#### **QUESTION 4**

- a) Scrutinize the purpose of a Quality Management System in an organisation of your choice. [10]
- b) Illustrate any five key principles of quality management. [15]

#### **QUESTION 5**

- a) Explain the following Quality Awards for TQM:
- i. Malcolm Baldrige National Quality Award; [5]
  - ii. European Quality Award; and [5]
  - iii. Deming prize. [5]
- b) Explore the concept of six sigma concept in quality management. [10]

#### **QUESTION 6**

- a) Explain the five dimensions of service quality. [15]
- b) Explain any three circumstances under which a competitive tendering approach may not be the best approach when sourcing for materials for the production process of an organisation that prioritises quality. [10]

**END**