

SOUTHWESTERN UNIVERSITY NIGERIA

KM 20, SAGAMU-BENIN EXPRESSWAY, OKUN OWA, IJEBU-ODE, OGUN STATE.

FACULTY OF SOCIAL & MANAGEMENT SCIENCES

DEPARTMENT OF BUSINESS ADMINISTRATION

HND TO BSC CONVERSION PROGRAMME

2018/2019 SECOND SEMESTER EXAMINATION

COURSE CODE: BUA 314

COURSE TITLE: Total Quality Management

INSTRUCTION: Answer question 1 and any other three (3). **TIME:** 2hrs

1. Trace the history of Total quality Management with emphasis on the three critical factor that can determine the success or failure of an organisation.
2. Define Quality and expatrate on the levels of Quality
3. Introducing Total Quality Management into a business requires some strategies approaches
Explain those factors that are to be considered.
4. Iterate and explain the elements of TQM concepts.
5. What in your own opinion are set of skills and styles rqured for implementation of TQM.
6. With the aid of the appropriate diagram, explain the basic Concept of TQM.