

2922/201
PROJECT QUALITY MANAGEMENT
July 2023
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN PROJECT MANAGEMENT

MODULE II

PROJECT QUALITY MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of SEVEN questions.
Answer any FIVE questions in the answer booklet provided.
All questions carry equal marks.
Candidates should answer the questions in English.*

This paper consists of 2 printed pages.

Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.

1. (a) Mambo Fast Foods has received complaints from customers regarding the quality of chips. Highlight **five** actions that the management may take to address the complaints. (10 marks)
- (b) Explain **five** ways in which quality management may lead to increased revenues in an organization. (10 marks)
2. (a) Explain **five** reasons that make a project scope statement necessary in project quality management. (10 marks)
- (b) Outline **five** limitations to the successful implementation of quality assurance activities in an organization. (10 marks)
3. (a) Explain **four** ways in which a project manager may empower staff assigned a project task. (8 marks)
- (b) Outline the nature of information that should be captured in a project quality assurance monitoring form. (12 marks)
4. (a) Highlight **five** quality control activities that may be supported by computer software in project quality management. (10 marks)
- (b) Customer service is the extent to which the customer is assisted to keep a product in continuous use. Outline **five** ways in which a manufacturer may provide such services to a customer. (10 marks)
5. (a) Explain **four** uses of information relating to project risks. (8 marks)
- (b) Highlight **six** characteristics of a flowchart that makes it essential in project quality improvement. (12 marks)
6. (a) Outline **four** stages of the Deming Cycle of quality assurance. (8 marks)
- (b) Describe the steps that should be followed by a project team when developing a pareto chart. (12 marks)
7. (a) Communication gaps amongst project team members is a barrier to project quality improvement. Highlight **five** measures that a project manager may take to overcome such gaps. (10 marks)
- (b) Outline **five** reasons that may make it necessary for a project team to agree on roles of the team members. (10 marks)

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