

THE OPEN UNIVERSITY OF SRI LANKA
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/PUBLIC
ADMINISTRATION



FINAL EXAMINATION – 2007

MCP 1654 – QUALITY ASSURANCE MANAGEMENT

DURATION : THREE (03) HOURS



Date : 08.12.2007

Time: 9.30 a.m. 12.30 p.m.

Answer any (05) five questions. All questions carry equal marks.
All answers must be clear and well structured with adequate explanatory, examples and elaboration.

01. “Quality is everybody’s business” Do you agree or not agree with this statement? Justify your answer with practical examples.
02. How would an organization’s commitment to quality facilitate or improve the following;
 - the planning process
 - organization
 - control
03. Why it is important to understand a company’s basic business processes prior to installation of any management system? Explain.
04. Suppose you are hired as a consultant to establish a “TQM” system in a manufacturing facility, which produces paints for the local market. Explain in detail how you would guide this company in achieving TQM status.
05. Efficiency has been defined as “doing things better” and effectiveness as “doing better things”. Describe how TQM can be used to improve both efficiency and effectiveness.
06. “Quality cannot be inspected into a product”. Do you agree or disagree with this statement? Justify your answer with reasons.
07. Why is target-oriented performance better than conformance oriented performance? Justify your answer with reasons.