



OFFICE OF THE DEPUTY VICE CHANCELLOR
ACADEMICS, STUDENT AFFAIRS AND RESEARCH

UNIVERSITY EXAMINATIONS

2024 /2025 ACADEMIC YEAR

4TH YEAR 2ND SEMESTER MAIN EXAMINATION

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 445

COURSE TITLE: TOTAL QUALITY IN SUPPLY CHAIN

DATE: 7TH APRIL 2025

TIME: 2 TO 5 P.M

INSTRUCTION TO CANDIDATES

• SEE INSIDE
THIS PAPER CONSISTS OF 3 PRINTED PAGES PLEASE TURN OVER

MAIN EXAM

BBM 445: TOTAL QUALITY IN SUPPLY CHAIN

STREAM:

DURATION: 3 Hours

INSTRUCTIONS TO CANDIDATES

- i. *Answer Question ONE and any other TWO questions.*
- ii. *Maps and diagrams should be used whenever they serve to illustrate the answer.*
- iii. *Do not write on the question paper.*

QUESTION ONE (30 MARKS)

- a) You are the procurement manager for a manufacturing company. You need to source a critical component from a new supplier. Describe the quality management steps you would take throughout the entire procurement process, from supplier selection to final delivery and acceptance. (10 marks)
- b) Your company has experienced recurring quality problems with a particular supplier. How would you investigate the root cause of these problems and implement corrective actions? (10 marks)
- c) Compare and contrast different quality control techniques that can be used during the procurement process (e.g., inspection, sampling, testing). When would you use each technique? (10 marks)

QUESTION TWO (20 MARKS)

- a) Discuss the role of ethical considerations in quality management within procurement. How can procurement professionals ensure that quality standards are not compromised for cost savings? (10 marks)
- b) Develop a set of key performance indicators (KPIs) for measuring the effectiveness of quality management in procurement. Explain why you chose these specific KPIs. (10 marks)

QUESTION THREE (20 MARKS)

- a) Analyse the potential risks to quality in a global supply chain. How can companies mitigate these risks? (10 Marks)

- b) Critically evaluate the costs and benefits of implementing a robust quality management system in procurement. Are there situations where a less formal approach might be acceptable? (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the importance of communication and collaboration between the procurement team and other departments (e.g., production, quality control) in ensuring quality. (10marks)
- b) A shipment of raw materials arrives at your warehouse, and upon inspection, you discover that a significant portion is damaged. Outline the steps you would take to address this quality issue with the supplier. (10marks)

QUESTION FIVE (20 MARKS)

- a) Explain how supplier selection can impact the overall quality of procured goods or services. What criteria would you use to evaluate potential suppliers from a quality perspective? (10 Marks)
- b) You are procuring office supplies for your company. Describe the steps you would take to ensure the quality of the delivered goods. (10 Marks)