



MUEO

**MOI UNIVERSITY
OFFICE OF THE DEPUTY VICE CHANCELLOR
(ACADEMICS, RESEARCH & EXTENSION)
UNIVERSITY EXAMINATIONS**

**2018/2019 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE**

IN

CIVIL AVIATION MANAGEMENT

**COURSE CODE: BCM 313
COURSE TITLE: QUALITY MANAGEMENT SYSTEMS IN
AVIATION**

**INSTRUCTION TO CANDIDATES
ANSWER QUESTION ONE AND ANY OTHER THREE
QUESTIONS**

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BCM 313: QUALITY MANAGEMENT SYSTEMS IN AVIATION

QUESTION ONE

- (a) Discuss any FIVE principles of a Quality Management System. **(15 marks)**
- (b) Quality management is focused not only on product and service quality, but also on the means to achieve it. This is made possible through deployment of specific Quality Management Tools. Discuss any Four of these tools. **(10 marks)**

QUESTION TWO

The ISO 9000:2015 and ISO 9001:2015 standards are based on seven quality management principles that senior management can apply for organizational improvement. Discuss any Five of these seven principles. **(15 marks)**

QUESTION THREE

Non-technical skills refer to an individual's attitudes and behaviours in the workplace not directly related to actual work control, system management, technical consequences and standard operating procedures. These skills include communication, leadership, management skills, situation awareness and decision making. Using relevant illustrations, discuss the importance of non-technical skills in quality assurance in the aviation sector. **(15 marks)**

QUESTION FOUR

- (a) The interpretation of quality from the perspective of the producer and the consumer is more or less the same. Discuss. **(10 marks)**
- (b) Explain any Five dimensions of quality in manufactured products. **(5 marks)**

QUESTION FIVE

Explain any five basic indicators of quality performance in the following sub-sectors of the aviation industry.

- Air traffic services,
 - Approved Maintenance Organization (AMO),
 - Approved Training Organizations (ATO),
 - Civil Aviation Authority.
- (15 marks)**

QUESTION SIX

Discuss the application of Gap Analysis in quality management and delivery of quality service in a typical airline. **(10 marks)**

