



MUEO

# **MOI UNIVERSITY**

***OFFICE OF THE DEPUTY VICE CHANCELLOR ACADEMIC AFFAIRS,  
RESEARCH AND EXTENSION***

## **UNIVERSITY EXAMINATIONS**

### **2014/2015 ACADEMIC YEAR**

***FOURTH YEAR END OF SEMESTER EXAMINATIONS***

#### **FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**EXAM CODE:       BBM 480**

**EXAM TITLE:       QUALITY MANAGEMENT SYSTEMS  
                          IN AVIATION**

**DATE: 1<sup>ST</sup> DECEMBER, 2015    TIME: 9.00 A.M.–12.00 NOON.**

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*INSTRUCTION TO CANDIDATES*

➤ **SEE INSIDE**

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## **BBM 480: QUALITY MANAGEMENT SYSTEMS IN AVIATION**

### **INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS**

#### **Question One**

A) As newly appointed Quality Manager of a Regional Airport which has no Total Quality Management System, illustrate how you would implement the same in the organization

(20 marks)

B) Explain the term continual improvement

(5 marks)

#### **Question Two**

Explain the principles of quality management.

(15 marks)

#### **Question Three**

Using gap analysis Model, identify the respective Gaps which may occur in the Quality of Service delivery by a typical Airline.

(15 marks)

#### **Question Four**

Explain the role of organizational leadership in Quality Management highlighting the main principles applied.

(15 marks)

#### **Question Five**

Explain the critical elements of an effective quality performance measurement framework.

(15 Marks)

#### **Question Six**

Illustrate with a brief over view, the main components required for a sustained quality improvement program.

(15 marks)