



MUEO

MOI UNIVERSITY

OFFICE OF THE CHIEF ACADEMIC OFFICER

UNIVERSITY EXAMINATIONS

2012/2013 ACADEMIC YEAR

FOURTH YEAR END OF SEMESTER II EXAMINATIONS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 480

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

DATE: 19TH MARCH, 2013 TIME: 9.00 A.M. – 12.00 NOON.

INSTRUCTION TO CANDIDATES

- **ATTEMPT ANY FOUR QUESTIONS**

BBM 480: QUALITY MANAGEMENT SYSTEMS IN AVIATION

INSTRUCTIONS:

ANSWER ANY **FOUR** QUESTIONS

Question One

Using the Gap Analysis Model, identify the respective Gaps which may occur in the Quality of Service delivery by a typical Airline. (20Marks)

Question Two

As a 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. .

(20Marks)

Question Three

- a) Define Quality Management
- b) Explain the principles of Quality Management.

(20Marks)

Question Four

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

(20Marks)

Question Five

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

(20Marks)

Question Six

- a) Describe the major responsibilities of a Quality Manager in the Aviation Industry.
- b) Highlight the basic indicators for quality performance in any two of the following subsectors:

- i) Air Traffic Services
- ii) Civil Aviation Authority
- iii) Approved Maintenance Organization
- iv) Approved Training Organization.

(20Marks)

Question Seven

Departure delay is one of the key performance indicators for an Airline. Construct a cause -and-effect diagram to illustrate some of the possible factors that may lead to delay. Provide a detailed set of causes for each major cause identified.

(20Marks)

Question Eight

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

(20Marks)