



MUEO

**MOI UNIVERSITY**

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

**UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**END OF SEMESTER EXAMINATIONS**

**FOR THE DEGREE  
IN BACHELOR OF BUSINESS AND ECONOMICS**

**EXAM CODE:- BCM 323**

**COURSE TITLE:- QUALITY MANAGEMENT SYSTEMS IN  
AVIATION**

**DATE:-6<sup>TH</sup> JUNE, 2017**

**TIME:- 2.00P.M. – 5.00P.M.**

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**INSTRUCTION TO CANDIDATES**

➤ **SEE INSIDE.**

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## BCM 323 QUALITY MANAGEMENT SYSTEMS IN AVIATION

*Instructions: Answer Question One and Any Other Three Questions*

### QUESTION ONE

- a) Using the Gap analysis model, identify the respective gaps which may occur in the quality of service by a typical Airline. **(15 MARKS)**
- b) Quality management principles are used by management to guide organisations to improve performance. Explain the various principles of quality management systems. **(10 MARKS)**

### QUESTION TWO

You are newly appointed Quality Manager of a regional Airport and you have identified that though they embrace quality in its operations, the same is not measured. Prepare a document that you would use in introducing the techniques /tools used in the industry. Ensure to indicate what the technique is used to measure. **(15 MARKS)**

### QUESTION THREE

International Organization for Standardization (ISO) ensures that equal standards in respect to products/services are maintained. Illustrate the objectives of ISO 9000 family **(15 MARKS)**

### QUESTION FOUR

Discuss the five pillars of Total Quality Management using the model and the framework developed by CREECH. **(15 MARKS)**

### QUESTION FIVE

Identify and discuss the techniques used in the Aviation industry to allocate resources to various operational/activities. **(15 MARKS)**

### QUESTION SIX

According to Basu, the developments in quality management evolved in four major phases, elaborate and discuss these phases. **(15 MARKS)**