UNIVERSITY OF BOLTON

OFF CAMPUS DIVISION

INSTITUTE OF DEVELOPMENT MANAGEMENT (IDM)

MSC PROJECT MANAGEMENT

SEMESTER TWO EXAMINATION 2023/24

STRATEGIES FOR QUALITY MANAGEMENT IN PROJECTS

MODULE NO. PMT 7013

Date: 13th January 2024   **Time: 3 HOURS**

INSTRUCTIONS TO CANDIDATES: There are **SIX** (6) questions on this paper.

Answer **ANY FOUR QUESTIONS** in any order.

All questions carry EQUAL MARKS.

Any unfair conduct will be subject to the University's Academic Misconduct Regulations.

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QUESTION 1

Quality excellence begins with strategic quality planning and the strategic quality planning process consists of two phases being the research phase which includes everything required to collect and analyse the data required before strategic quality planning can begin and the strategy phase which includes all of the steps required to develop the strategic quality plan. Based on this statement, apply the quality journey in a project of your choice.

[25 marks]

QUESTION 2

Critically evaluate how customer focus in project management can lead to the achievement of project quality?

[25 marks]

QUESTION 3

Joseph Juran is best described as a founder of a range of quality management techniques. Analyse his contribution to quality management.

[25 marks]

QUESTION 4

Using practical examples propose different strategies on how as an organisation involved with project management can deliver quality projects through continuous improvement.

[25 marks]

QUESTION 5

Quality management is senior management driven and also requires an investment on training the employees. Critically evaluate this statement.

[25 marks]

QUESTION 6

Unlike cost and time, project quality can be difficult to measure or even define in the first place. With examples from a familiar project, evaluate this statement, and demonstrate how the Collect Requirements Process would enable the project manager to define and manage quality.

[25 marks]

END OF QUESTIONS