

UNIVERSITY OF BOLTON
OFF CAMPUS DIVISION
INSTITUTE OF DEVELOPMENT MANAGEMENT
MSC PROJECT MANAGEMENT
SEMESTER 1 EXAMINATION 2024/2025
STRATEGIES FOR QUALITY MANAGEMENT IN
PROJECTS
MODULE NO: PMT 7013

Date: 11th January 2025

Time: 9:00am - 12:00 Noon

INSTRUCTIONS TO CANDIDATES:

There are SIX (6) questions on this paper.

Answer FOUR (4) questions.

All questions carry equal marks.

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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 analyze 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

Defining quality is very subjective. There's no common agreement on what constitutes quality. Each individual has his/her own definition of quality however David Garvin (1987) came up with **EIGHT (8)** dimensions of what quality is. Analyse any **FIVE (5)** of these dimensions with examples from a project of your choice.

[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

Quality management evolved from the dark ages to current. Critically evaluate the quality then and the quality now.

[25 marks]

QUESTION 5

You are the new Project Manager for a new diamond polishing company to be set in Gaborone Botswana that is targeting both domestic and export markets for its wide range of polished diamonds. Conduct an assessment of its customers and how such customers will be prioritized.

[25 marks]

QUESTION 6

Using a specific project as an example of your choice, discuss how quality could be managed through the processes of Quality planning, Quality assurance, Quality control and Quality improvement to attain project success.

[25 marks]

END OF QUESTIONS