

**UNIVERSITY OF BOLTON**  
**OFF CAMPUS DIVISION**  
**MALAWI SCHOOL OF GOVERNMENT (MSG)**  
**MSC PROJECT MANAGEMENT**  
**SEMESTER 1 EXAMINATION 2024/25**  
**STRATEGIES FOR QUALITY MANAGEMENT IN**  
**PROJECTS**  
**MODULE NO: PMT7013**

Date: Sunday 16<sup>th</sup> February, 2025.

Time: 3 Hours

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**INSTRUCTIONS TO CANDIDATES:**

There are SIX (6) questions on this paper.

Answer FOUR (4) questions.

All questions carry equal marks.

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### **MALAWI AGRO SOLUTIONS: A SCENARIO BUSINESS**

A prominent agricultural cooperative in Malawi, "Malawi Agro Solutions," specializes in producing and exporting macadamia nuts. The cooperative has faced quality issues recently due to inconsistent processing methods, which have affected export volumes and customer satisfaction. To address these challenges, the organization wants to implement a comprehensive quality management system (QMS). The management is also keen to explore strategies for integrating quality practices with their supply chain to improve overall performance.

1. Identify and explain the critical elements of a successful Quality Management System (QMS). How can these elements be customized to address the specific processing challenges faced by "Malawi Agro Solutions"?

**(Total 25 marks)**

2. Analyse how leadership commitment and involvement can drive quality improvements at "Malawi Agro Solutions." What leadership styles or approaches would be most effective in fostering a culture of quality?

**(Total 25 marks)**

3. Explain how the principles of Total Quality Management (TQM), such as continuous improvement and customer focus, can be applied by "Malawi Agro Solutions" to enhance its product quality and export performance.

**(Total 25 marks)**

4. Assess the benefits and limitations of pursuing ISO 9001 certification for "Malawi Agro Solutions." How might this certification impact their position in the global agricultural export market?

**(Total 25 marks)**

**PLEASE TURN PAGE**

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5. Discuss how process improvement frameworks like Six Sigma and Lean Management could be implemented in "Malawi Agro Solutions." What specific tools or techniques from these methodologies would be most beneficial in resolving quality inconsistencies?

**(Total 25 marks)**

6. Evaluate how building strong partnerships with suppliers, customers, and other stakeholders could contribute to improving the overall quality standards at "Malawi Agro Solutions." How can collaboration within the supply chain lead to better performance outcomes?

**(Total 25 marks)**

**END OF QUESTIONS**