

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: Monday 3rd February, 2025

Time: 3 Hours

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. What are the key components of an effective Quality Management System (QMS), and how can they be applied to "Malawi Agro Solutions" to address its quality issues?

[TOTAL 25 MARKS]

2. Discuss the role of leadership in implementing quality management practices within "Malawi Agro Solutions." How can leadership influence the success of these practices?

[TOTAL 25 MARKS]

3. How can "Malawi Agro Solutions" utilize Total Quality Management (TQM) principles to improve its processing and export outcomes?

[TOTAL 25 MARKS]

4. Evaluate the challenges and opportunities of adopting ISO 9001 standards for quality management in the agricultural export industry in Malawi.

[TOTAL 25 MARKS]

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5. How can process improvement methodologies such as Six Sigma or Lean Management be adapted for use in "Malawi Agro Solutions"?

[TOTAL 25 MARKS]

6. Evaluate the importance of partnerships and stakeholder collaboration in enhancing the quality performance of "Malawi Agro Solutions".

[TOTAL 25 MARKS]

END OF QUESTIONS