THE KENYA POLYTECHNIC UNIVERSITY COLLEGE

DEPARTMENT OF INSTITUTIONAL MANAGEMENT

DIPLOMA IN CLOTHING TECHNOLOGY

END OF YEAR II EXAMINATIONS

NOVEMBER 2007 SERIES

QUALITY CONTROL

TIME: 2 ½ HOURS

Instructions to Candidates

Answer ALL Questions

This paper consists of 3 printed pages

1. a) Define the following terms as used in quality control;

    i)   Quality   (1 mark)

    ii)   Quality-first-time   (1 mark)

    iii) Reject   (1 mark)

    iv)   Tolerance   (1 mark)

    v)   Specification   (1 mark)

    b) Outline SIX defects likely to occur under the following production stages;

    i)   Marker duplication   (3 marks)

    ii)   Spreading   (3 marks)

    iii) Packing   (3 marks)

    iv)   Pressing   (3 marks)

    v)   Assembling   (3 marks)

2. a) Explain the following;

    i)   Single sampling plan   (3 marks)

    ii)   Double sampling plan   (2 marks)

    iii) Sequential sampling plan   (1 mark)

    b) Highlight FIVE suitable qualities of a quality controller.   (5 marks)

    c) Discuss THREE levels of defects citing TWO examples in each case

                                                               (9 marks)

3. a) Discuss FIVE external effects of quality failure to an organization.

                                                               (10 marks)

    b) Explain FIVE factors which can determine the selling price of a product.

                                                               (10 marks)

4. a) Explain the concept "Total Quality Management" using relevant

        examples.   (4 marks)

    b) Distinguish the following;

    i)   Absolute error and relative error   (2 marks)

    ii)   Positive and negative error   (2 marks)

    c) Explain SIX factors which can affect the quality of a product.

                                                               (12 marks)

5.   a)   Discuss the THREE categories of costs citing TWO examples in each

case.   (10 marks)

   b)   Outline FOUR advantages and TWO disadvantages of sampling as a

quality control method.   (6 marks)

   c)   Explain the TWO types of specifications giving an example in each case.

(4 marks)