



UNIVERSITY OF RUHUNA
FACULTY OF MANAGEMENT AND FINANCE

No. of Pages : 02
No. of Questions: 05
Total Marks : 70

HRM 3140 – Human Resource and Total Quality Management

Academic Year 2021-2022

BACHELOR OF BUSINESS ADMINISTRATION HONOURS DEGREE

3000 LEVEL FIRST SEMESTER END EXAMINATION (OLD SYLLABUS) – AUGUST 2022

Three Hours

Instructions

- ➡ Answer all the questions.

1. I. Total Quality Management practices can be applied anywhere regardless of the type of industry. These practices are very important for the service industry to achieve business success during Covid 19 pandemic period.

Explain benefits that can be taken during the pandemic by practicing TQM for the manufacturing organizations in the Sri Lankan context.

(08 Marks)

- II. “Quality leadership is one of the essential factors of the total quality management process. Good leadership always creates a good output in an organization”.

Explain the factors, which a quality leader must understand to implement successful total quality management practices in an organization.

(07 Marks)

(Total Marks 15)

2. I. “Researchers revealed that Employee involvement is one approach to improve the quality of the organization. Further, Human Resource Management practices are positively associated with employees’ job involvement”.

Briefly explain how Human Resource Management practices and job involvement can be used to enhance quality improvement of the organization.

(08 Marks)

- II. “Establishment of effective Quality circles and work teams are two forms of employee involvement”.

Evaluate this statement with practical examples.

(07 Marks)

(Total Marks 15)

3. I. "The most important asset of any organization is its customers. Increasingly Sri Lankan organizations are using customer satisfaction as the measure of quality".

Discuss the above statement by considering practical examples on Sri Lankan institution.

(08 Marks)

- II. Manufacturing organizations should consider value added work activities and waste areas management when implement Kaizen concept for continuous improvement.

Discuss the above statement.

(07 Marks)

(Total Marks 15)

4. I. Explain the importance of quality statement for an organization. (04 Marks)

- II. Discuss the role of the Quality Council and the Coordinator of the Quality Council when designing and implementing relevant practices in a manufacturing organization.

(05 Marks)

(Total Marks 09)

5. Write short notes on the following.

I. Types of sourcing.

II. The usefulness of Flow Charts and Fishbone Diagrams.

III. Types of benchmarking.

IV. 7 habits of highly effective people.

(04 Marks each)

(Total Marks 16)

***** ALL RIGHTS RESERVED *****