

UNIVERSITY OF GREATER MANCHESTER

OFF CAMPUS DIVISION

INSTITUTE OF DEVELOPMENT MANAGEMENT

MSC PROJECT MANAGEMENT

SEMESTER 1 RESIT EXAMINATION 2025/2026

**STRATEGIES FOR QUALITY MANAGEMENT IN
PROJECTS**

MODULE NO: PMT7013

Date: Wednesday 10th December 2025

Time: 09:00 AM - 12 PM

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

Project Quality Management includes the processes for incorporating the organization's quality policy regarding planning, managing, and controlling project and product quality requirements in order to meet stakeholders' objectives. Project Quality Management also supports continuous process improvement activities as undertaken on behalf of the performing organization. Appraise the quality management processes.

(Total 25 marks)

Question 2

One of the quality management tools and technique is the control chart that allows the user to differentiate between common cause variation and special cause variation. Using examples from a project of your choice, provide an analysis of these two types of variations.

(Total 25 marks)

Question 3

Quality Excellence Begins with Strategic Quality Planning. Two of the strategic phases is the research phase and the strategic phase. Appraise **three (3)** stages for both the research phase and strategic phase in referenced to a project of your choice.

(Total 25 marks)

Question 4

Your organisation has been experiencing a non-continual improvement in its strategic objective of producing quality services to its customers. Provide a critical analysis on how the organisation could use the Deming cycle in improving their services.

(Total 25 marks)

Question 5

Provide an evaluation of any **four (4)** quality management dimensions according to David Garvin being an assessment of how well a product or service meets customer satisfaction.

(Total 25 marks)

Question 6

The Six sigma methodology objective is to improve the organization's products, services and processes across various disciplines. There are **three (3)** key elements to this methodology being the process improvement, process design and process management. Critically evaluate these three elements.

(Total 25 marks)

END OF QUESTIONS