

2922/201
PROJECT QUALITY
MANAGEMENT
November 2022
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN PROJECT MANAGEMENT
MODULE II

PROJECT QUALITY MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of SEVEN questions.
Answer any FIVE questions in the answer booklet provided.
All questions carry equal marks.
Candidates should answer the questions in English.*

This paper consists of 2 printed pages.

Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.

1. (a) Explain **five** ways in which project quality audits contribute to quality assurance in a project. (10 marks)
- (b) Highlight **five** ways in which product testing may enhance customer satisfaction in a project. (10 marks)
2. (a) Explain **four** circumstances under which a marketing agency may use software to control the quality of projects in an organization. (8 marks)
- (b) Outline **six** methods that a project team may use to obtain customer feedback during the process of quality assurance. (12 marks)
3. (a) Explain **five** reasons that make quality management essential during project implementation. (10 marks)
- (b) Explain **five** benefits that an organization may derive from adopting established quality standards in project management. (10 marks)
4. (a) Highlight **four** types of work performance information that a project team may require for project quality planning. (8 marks)
- (b) Describe the steps that should be followed by a project team when implementing a quality management system in a project. (12 marks)
5. (a) Highlight **five** activities that a project team may carry out during project quality planning. (10 marks)
- (b) Flexible decision making arrangement is desirable for mitigating risk when a project is operating under conditions of uncertainty. Highlight **five** such arrangements. (10 marks)
6. (a) Outline **five** advantages of undertaking benchmarking exercise with other organizations in project management. (10 marks)
- (b) Explain **five** objectives of carrying out regular quality control inspection during project implementation. (10 marks)
7. (a) Outline **five** steps that should be followed by a project team when developing a quality procedure in project management. (10 marks)
- (b) Explain **five** parameters that may be used to identify the critical path in a project. (10 marks)

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