Department of Professional Development & Continuing Education  
Faculty of Educational Studies  
UNIVERSITI PUTRA MALAYSIA

Course Code: DCE 5131  
Course Name: Quality Improvement in HRD

Final Take-Home Exam Question

Name: ____________________________  
Matric No.: ________________________

Instruction: Answer all the questions

Quality improvement is very important to any organization if it were to remain relevant and competitive. From this course you realized that there are numerous quality philosophies, principles, tools, techniques, methods, approaches, strategies, relevant concepts, and theories that you could use to improve the product or service quality of your organization.

1. Choose any one of them that you think you could apply and use. Describe it in great detail the one you have chosen. (30 marks)

2. Discuss its important and uses as relate to quality management. (20 marks)

3. Outline the ways/procedures on how you could apply it logically to a specific situation to improve the product or service quality of your organization or as an important element of quality management. Your explanation should be comprehensive covering all the methods and tools employed in the process. (50 marks)

In answering the questions, you are required to refer to recent journals to support your statements and arguments. You are also required to include a list of references used in preparing the answers. The length of your answer scripts should be in the region of 35 pages (excluding references) typed 1.5 spacing and using Arial 12pt font. The duration given is ONLY ONE WEEK.

Good luck.