



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FOUR YEAR SECOND SEMESTER EXAM**

**SCHOOL OF SCIENCE AND INFORMATION SCIENCES
BACHELOR OF SCIENCE IN INFORMATION
SCIENCES**

COURSE CODE: INS 452

**COURSE TITLE: QUALITY ASSURANCE IN RECORDS
AND ARCHIVES MANAGEMENT**

DATE: 25TH APRIL, 2019

TIME: 11:00 - 13:00HRS

INSTRUCTIONS TO CANDIDATES

Answer Question **ONE** and any other **TWO** questions

QUESTION ONE

a) Define the following terms:

- i) Quality **(3 Marks)**
- ii) Quality Assurance **(3 Marks)**
- iii) Total Quality Management **(3 Marks)**
- iv) Quality Control **(3 Marks)**

b) Discuss at least five system characteristics in quality assurance environment **(8 Marks)**

QUESTION TWO

a) Discuss measures to put in place in improving quality in Records and Archives Management **(5 Marks)**

b) Explain why quality records are important to in any given organization **(5 Marks)**

QUESTION THREE

a) Explain why quality assurance is important in the management of records and archives in any given organization. **(10 Marks)**

b) Examine the relationship between Quality Assurance and ISO standard, showing how the two can be exploited to improve Records Management Services . **(10 Marks)**

QUESTION FOUR

a) Explain the performance indicators of a quality management system. **(10 Marks)**

b) Describe the methods used in performance evaluation in records and archives management **(10 Marks)**

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