



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
13:00HRS

TIME: 11:00 -

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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