


Course No: MAN 4320
Course Title: Quality Specifications
Management
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Time: 1hour
Using Calculator (No)

University of Palestine

1st Midterm Exam
1st 2016/2017
Total Grade:

Instructor Name: Dr.
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Student No.: _____
Student Name: _____
College Name: Business & Finance
Dep. / Specialist: _____
Using Dictionary (No)

First Question

Which of the following questions is (True) or (False):

1. Any feature or characteristic of a product or service which is needed to satisfy customer needs or achieve fitness for use is a quality characteristic that defines Quality Characteristics.
2. Historically, Quality used to be about making sure the product was right and with an emphasis on the manufacturer being required to produce something that could be inspected against a specific dimension or criteria.
3. The ISO 9000; International Standard specifies requirements for a quality management system?
4. All requirements of (ISO 9000) the International Standard are generic and are intended to be applicable to all organizations, regardless of type, size and product provided?
5. The organization shall not establish, document, implement and maintain a quality management system and continually improve its effectiveness in accordance with the requirements of this International Standard (ISO 9000)?
6. In ISO 9000 Documents required by the quality management system shall be controlled?
7. In ISO 9000 Top management shall not provide evidence of its commitment to the development and implementation of the quality management system?
8. In clause of Management review of ISO 9000, Top management shall review the organization's quality management system at planned intervals?
9. Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience?
10. The organization shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements?

Second Question

Answer of the following questions:

1. Draw the figure of the Costs and Benefits of a QMS?
2. Mention in points the eight clauses in ISO 9001:2000?
3. Clear the Quality Management System according to ISO 9000 with defining for the General requirements?
4. What are the components of the quality manual according to ISO 9000?
5. Mention the points the management responsibilities according to ISO 9000?

End of Questions
Good Luck