

Course No: MAN 4333
Course Title: Quality Management & Specifications
Date: 25/01/2015
No. of Questions: 3
Time: 2 hours
Using Calculator (No)

University of Palestine



Final term Exam
2014/2015
Total Grade:

Instructor Name: Dr. EzzElarab Elawoor
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. Detection - It stops non-conforming product being produced or non-conforming services being delivered in the first place
2. Prevention - It is about getting rid of the bad things after they have taken place.
3. We need Standardization to meet the International standardization is well-established for many technologies.
4. A global standard for emerging technologies is one of the Reasons for Standardization.
5. A system is a set of functions or activities within an organization that work together for the aim of the organization.
6. The Deming philosophy focuses on continual improvements in product and service quality by reducing uncertainty and variability in design, manufacturing, and service processes?
7. Most organizational processes are cross-functional?
8. Statistical methods can be used to identify and quantify variation to help understand it and lead to improvements
9. Leadership means; The process of envisioning an organization's future and developing the necessary goals, objectives, and action plans to achieve that future?
10. Strategic Planning means; The ability to positively influence people and systems under one's authority to have a meaningful impact and achieve important results ?
11. In ISO 9001 :2008; Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4.?

Second Question

Multiple choice, choose the right answer?

1. Quality =
 - a. More orders = Long term security
 - b. More purchasing = Long term security
 - c. More competition = Long term security
 - d. None
2. The main benefits of quality management;
 - a. Reduction in administration, manufacturing and production costs because of less wastage and fewer rejects.
 - b. Increase competitions speed within the market
 - c. Reduce the loyalty of employees and consumer in certain industry
 - d. None.
3. Quality in Product Design means;
 - a. Product design and engineering functions develop technical specifications for products and production processes to meet the requirements determined by the marketing function.

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- b. Product design and engineering functions develop technical specifications for products and production processes to meet the requirements determined by the production function.
 - c. None.
4. Deming's System of Pro found Knowledge
 - a. Appreciation for a system
 - b. Understanding variation
 - c. Theory of knowledge
 - d. Psychology
 - e. All the above
 5. Theory of Knowledge means;
 - a. Knowledge is not possible without theory
 - b. Experience alone does not establish a theory, it only *describes*
 - c. The long of communication channels.
 - d. A+B
 - e. B+C
 6. Deming's 14 Points includes;
 - a. Sell more earn less
 - b. Create and publish a company mission statement and commit to it.
 - c. Cooperate with competitors
 - d. Establish new ways of advertising.
 7. Executive Leadership contents;
 - a. Defining and communicating business directions
 - b. Ensuring that goals and expectations are met
 - c. Reviewing business performance and taking appropriate action
 - d. None
 - e. All the above
 8. Leadership Competencies includes;
 - a. Navigator + communicator+ mentor
 - b. Builder + motivator+ Learner
 - c. Builder+ motivator+ financier
 - d. A+C
 - e. A+B
 9. In Quality Management System; Control of records includes?
 - a. Records shall be established and maintained to provide evidence of conformity to requirements
 - b. Records shall not remain legible, readily identifiable and retrievable
 - c. Records shall remain legible, readily identifiable and retrievable.
 - d. A+B
 - e. A+C

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10. In ISO 9001:2008, in **Product realization - Design and development planning means;**
- The organization shall not plan and control the design and development of product.
 - The organization shall produce according to market demand.
 - The organization shall plan and control the design and development of product.
 - None

Third Question

Answer only 6 questions of the followings;

- In Total Quality in Organizations write down in points the Manufacturing Systems?
- Draw the figure of Relationships in a Typical Manufacturing System?
- Draw down the chart of Deming Chain Reaction?
- Briefly mention Leadership Competencies?
- Mention Deming's 14 Points?
- Mention the Leadership and strategic planning in the Baldrige Criteria?
- Mention in titles: the eight clauses in ISO 9001:2000?
- According to ISO 9001:2008, mention the Management's responsibility?

End of Questions
Good Luck