

Course No: MAN 4333  
Course Title: Quality Management & Specifications  
Date: 2014-11-23  
No. of Questions: 3  
Time: 2 hours  
Using Calculator (No)

University of Palestine



Mid term Exam  
2015/2014  
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. When most people talk about the quality of an object, or service, they are normally talking about its Excellency.
2. Quality means spend efforts towards customers' satisfaction.
3. Quality is: The totality of features or characteristics of a product that bear on its ability to satisfy a given need.
4. Quality is not about: Being the best.
5. Grade in quality means; Differences in purpose are differences in class
6. While Class means; Differences in product or service performance and degrees of refinement are differences in grade.
7. Most of consumers are attracted to certain products and services by their price.
8. There is the cost of doing the right things right first time and the cost of not doing the right things right first time.
9. 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.
10. Maintainability and storability are items of Product Quality Characteristics?
11. Accessibility and Effectiveness are items of Service Quality Characteristics?
12. Detection - It stops non-conforming product being produced or non-conforming services being delivered in the first place
13. Prevention - It is about getting rid of the bad things after they have taken place.
14. To be successful, an organization (whether large or small) must: agree with the relevant standards and specifications of a contract.
15. Standards are documented agreements containing technical specifications.
16. We need Standardization to meet the International standardization is well-established for many technologies.
17. A global standard for emerging technologies is one of the Reasons for Standardization.
18. A system is a set of functions or activities within an organization that work together for the aim of the organization.
19. Traditional quality assurance systems in manufacturing focus primarily on technical issues such as equipment reliability, inspection, defect measurement, and process control.
20. Marketing and sales personnel are responsible for determining the needs and expectations of production procedures.

## Second Question

**Multiple choice, choose the right answer?**

1. Quality Management System contains;
  - a. Marketing and market research
  - b. Technical assistance and maintenance
  - c. Packaging and storage
  - d. All the above

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2. Quality =
  - a. More orders = Long term security
  - b. More purchasing = Long term security
  - c. More competition = Long term security
  - d. None
  
3. 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.
  
4. To be successful, an organization (whether large or small) must:
  - a. Agree with the relevant standards and specifications of a contract.
  - b. Be available at competitive prices.
  - c. A+B
  - d. None
  
5. Definition of Standards;
  - a. Other precise criteria to be used consistently as rules, guidelines, or definition of characteristics
  - b. Non – conforming procedures.
  - c. Conforming documents
  - d. None
  
6. Some of the Manufacturing Systems in total quality in organization.
  - a. Purchasing and receiving
  - b. Production planning and scheduling
  - c. Manufacturing and assembly
  - d. All the above
  - e. None
  
7. 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.
  - 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.
  
8. Quality in Production ,Planning & Scheduling means;
  - a. Good quality often results from time pressures caused by insufficient planning and scheduling.
  - b. Poor quality often results from time pressures caused by insufficient planning and scheduling.
  - c. None.

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9. Quality in Installation and Service means;
- The purposes of final product inspection are to judge the quality of manufacturing, to discover and help to resolve production problems that may arise, and to ensure that no defective items reach the customer.
  - Manufacturing processes must be capable of producing output that meets specifications consistently.
  - Service after the sale is one of the most important factors in establishing customer perception of quality and customer loyalty.
10. When most people talk about the quality of an object, or service, they are normally talking about its:
- Excellence
  - Perfection
  - Value.
  - None
  - All the above

### Third Question

**Answer only 6 questions of the followings;**

- Define Quality and quality required by customer?
- Define the word Quality by clearing the following;
  - Grade
  - Class
  - Quality & price
  - Quality & cost
  - Quality Characteristics (Product & Service)
- Identify in points the Main Reasons for Standardization?
- Briefly talk about the History Quality standards?
- Draw the figure of Growth of Modern Quality Management?
- Draw the figure of Relationships in a Typical Manufacturing System?
- Briefly identify the Manufacturing Systems in quality management such as;
  - Quality in Marketing
  - Quality in Product Design
  - Quality in Purchasing
  - Quality in Production , Planning & Scheduling
  - Quality in Manufacturing and Assembly.
- In points write down the Quality in Business Support Functions for Manufacturing?

**End of Questions**  
**Good Luck**