

Course No: MAN 4333  
Course Title: Quality specifications Management.  
Date: 26/05/2011.  
No. of Questions: 6  
Time: 2 hours  
Using Calculator (No)

University of Palestine



Final Exam  
2<sup>nd</sup> semester 2010/2011  
Total Grade: 60

Instructor Name:  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

### First Question

- A- State the three of quality schools? (3 marks)
- B- Explains the main concept of Deming School? (4 marks)
- C- State eight of quality management system principles and explain four of them ? (6 marks)

### Second Question

- A- What are the quality management system documentations shall include? (4 marks)
- B- State the six procedures shall be documented at any organizations applied ISO9001-2008? (6 marks)

### Third Question

- A- What is the difference between corrective and preventive actions? (4 marks)
- B- What is the management review , and what is the input to management review shall include? (5 marks)


### Fourth Question

- A- State four of the Objectives of QMS Audit? (4 marks)
- B- What are the types of audit? (3marks)

### Fifth Question

- \* Put True or False mark between the brackets ? (12 marks)
- a. Internal audits (first-party audits): Audits conducted by, or on behalf of, the Organization itself for internal purposes.(      ).
- b. Documentation did not provides objective evidence about implementation of QMS.(      )

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- c. Q Policy provides framework for establishing and reviewing quality objectives.(            )
- d. Mutually beneficial supplier relationships allows both organizations to create value.(            )
- e. Documentation can be in any form or medium.(            )
- f. Joran defines quality as it fits the product purpose .(            )
- g. There are three bases of competitiveness ,price, quality and delivery. (            )
- h. Top management shall ensure that responsibilities, authorities and their interrelation are defined and communicated within the Organization.(            )

**Sixth Question**

Choose the right answer (9 marks)

**1- Third-party audit are conducted**

a.	External ,independent certifiers/registrars	b.	parties interested in the Organization
c.	A and b	d.	Non of the above

**2- Q Objectives should be:**

a.	consistent with Q Policy	b.	consistent with continual improvement
c.	Measurable	d.	all of the above

**3- Periodical check of suitability, adequacy, effectiveness and efficiency**

**of QMS means:**

a.	Auditing QMS	b.	Reviewing QMS
c.	Establishing QMS	d.	all of the above

**4- Leadership Leads to establish**

a.	unity of purpose	b.	direction and internal environment
c.	exceed customer expectations	d.	A and b

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**5- Customer focus means:**

a.	To understand customer needs	b.	To satisfy customer requirements
c.	To exceed customer expectations	d.	all of the above

**6- Out puts from management review shall include :**

a.	improvement of the effectiveness of the QMS and its processes	b.	improvement of product related to customer requirements.
c.	resource needs	d.	all of the above

**seventh Question (This question is special and mandatory to whom they did not make the midterm exam). (Replace with any of the above questions from 2-4)**

A- State five kinds of Standards in respect of shape and type according to the scope in which they deal?

B- State the difference between the Individual Level and the Organization Level?

End of Questions

*Good Luck*