

UNIVERSITY OF PALESTINE

Faculty of Business & Finance
Course No: MAN 4333
Course Title: Quality & Specification
Management
Date: 28 March 2013
No. of Questions: 3



Midterm Exam
2nd Semester 2012/2013
Total Grade: 20

Lecturer Name: Mr. Yousif Alagha
Specialist: Elective course
Faculty: _____
Using Dictionary (NO)
Using calculator: (NO)
Time: 1 hour

Student name: _____

Student No.: _____

Question one: (three branches) - 6 Marks

Attempt two branches only

1. List and explain the three parameters of quality.
2. Distinguish between the different dimensions of quality
3. Briefly explain the three spheres of quality

Question two: (three branches) - 6 Marks

Attempt two branches only

1. List the 14 points for management of quality developed by deming.
2. Briefly explain the juran trilogy for managing quality.
3. List juran’s ten steps to quality improvement.

Question three: (four branches) - 8 Marks

Attempt two branches only

1. List the eight quality management principle which leads to achieving sustaining & improving quality.
2. What are the advantages of applying the process approach principle in the different organizations? (illustrate your argument)
3. Explain the two levels of quality planning
4. How to adopt strategic quality planning for supply chain strategy

End of Questions

Wish you all the best & good luck