

Course No: : BGMS 3105
 Course Title: Q& SM
 Date: 22/ 05/ 2014
 No. of Questions: 4
 Time: 120 Minutes
 Using Calculator (No)

University of Palestine



Final examination
 2^{Sd} 2013/2014
 Total Grade: 60

Instructor Name: Shefa El Sagga
 Student No.: _____
 Student Name: _____
 College Name: _____
 Dep. / Specialist: _____
 Using Dictionary, Mobile (No)

Answer all questions

First Question	No. of Branches (1)	(12/60)
Q1: B1		(12/12)
First Q: Definitions		(06/06)
1. Quality		
▪ _____		
▪ _____		
▪ _____		
2. Total Quality Management (TQM)		
▪ _____		
▪ _____		
3. Six Sigma		
▪ _____		
▪ _____		
▪ _____		
Write the appropriate terms for six of the following definitions		(06/06)
1. _____		
▪ It identifies the standards and determines how to satisfy those standards.		
2. _____		
▪ Measure specific results to determine that they match the standards.		
3. _____		
▪ Activities to correct conditions out of control, including errors and two types of costs: Internal failure costs, and External failure costs		
4. _____		
▪ Costs of poor-quality products that must be discarded, including labor, material, and indirect costs		
5. _____		
▪ Costs of complying with product warranties		
6. _____		
▪ Compares customer expectations with their experience of the service that was actually delivered		

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7. _____
 ▪ Consistency of performance and dependability

Second Question	No. of Branches (2)	(08/60)
Q2 B1		(08/08)

Second Q: Remember, & answer All questions

1. Types of Prevention costs

1. _____ 2. _____ 3. _____
 4. _____ 5. _____

2. The variables that affect profitability besides quality

1. _____ 2. _____ 3. _____
 4. _____ 5. _____

3. The dimensions of Supply Chain Strategy?

1. _____ 2. _____ 3. _____
 4. _____ 5. _____

4. Types of customers' Expectations

1. _____ 2. _____
 3. _____ 4. _____

5. The Customer Voice

1. _____ 2. _____ 3. _____ 4. _____
 5. _____ 6. _____ 7. _____

6. The kind of purposes of Benchmarking?

1. _____ 2. _____ 3. _____
 4. _____ 5. _____ 6. _____
 7. _____

7. Key dimensions of SERVQUA

1. _____ 2. _____ 3. _____
 4. _____ 5. _____

8. the necessary processes of selecting suppliers

1. _____ 2. _____ 3. _____
 4. _____ 5. _____ 6. _____

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Third Question	No. of Branches (1)	(10/60)
Third Q: Indicate if the sentences are correct (C) or incorrect (I)		
1. The quality improvement in specific firms to be longer term rather than immediate		
2. Individuals working in Six Sigma receive simplified training in project management, change leadership, and statistics & data analysis.		
3. All the necessary characteristics should be designed into the product or service at the outset.		
4. Planning is concerned with establishing the long-range goals of the organization, its vision, mission, values and Effectiveness		
5. Litigation costs resulting from product liability and customer injury is Lost sales costs		
6. Quality programs have been shown to be effective in a variety of cultures and industries when implemented incorrectly		
7. “Data and analysis support a variety of company purposes, such as planning, reviewing company performance with competitor’s or with benchmarks.”		
8. SERVQUAL is a measurement to compare and rank separate companies but only to provide a measure for managers to determine actions needed in their own services		
9. ISO 14001 is for quality management. Minimize harmful effects on the environment caused by its activities		
10 The formal approval by a specialized body that Certificates issued by accredited certification bodies may be perceived on the market as having increased credibility.		
Fourth Question	No. of Branches (1)	(30/60)
<u>Q4B1</u>		<u>(05/05)</u>
<u>Q4 B2</u>		<u>(04/04)</u>
<u>Q4B3</u>		<u>(04/04)</u>
<u>Q4 B4</u>		<u>(05/05)</u>
<u>Q4 B5</u>		<u>(06/06)</u>
<u>Q4 B6</u>		<u>(06/06)</u>

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Fourth Q: Answer All the Questions

1. What are the Reasons for the five Gaps? (05/05)

GAP 1: _____
GAP 2: _____
GAP 3: _____
GAP 4: _____
GAP 5: _____

2. What are the two Six Sigma processes? (04/04)

1. _____
2. _____
▪ _____

▪ _____

▪ _____

3. What are the elimination of Eight Deadly Wastes within Lean process? (04/04)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____



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4. Why are both ISO 9001 and ISO 14001 Processes, not products? (05/05)

- _____
- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

5. Differentiate between Lean, Six Sigma, Six Sigma and Lean Six Sigma? (06/06)

Lean

- _____
- _____
- 1. _____
- 2. _____
- 3. _____

Six Sigma

- _____
- _____
- 1. _____
- 2. _____

Lean Six Sigma

- _____
- _____
- _____
- _____

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6. What are benefits of ISO 9001 and ISO 14001? (06/06)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Fifth Question	No. of Branches (1)	(10/10)
Q5B1		(02/02)
Q5 B2		(04/04)
Q5B3		(04/04)

Fifth Q: Mandatory Question for students who did not submit midterm exams

1. Eight Essential that used within DMAIC process (02/02)

1. _____	2. _____
3. _____	4. _____
5. _____	6. _____
7. _____	8. _____



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2. Define the ISO 14000 family? (04/04)

1. _____
2. _____
3. _____
4. _____

3. What are the steps to fill gaps analysis? (04/04)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

End of Questions
Good Luck for all