


Course No: : BGMS 3105  
 Course Title: Q& SM  
 Date: 26 / 03/ 2014  
 No. of Questions: 3  
 Time: 60 Minutes  
 Using Calculator (No)

University of Palestine  
  
 Final examination  
 2<sup>Sd</sup> 2013/2014  
 Total Grade: 20

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)	(05/20)
<b>Q1: B1</b>		<b>(05/05)</b>
<b>First Q: Definitions</b>		
<b>1. Quality</b>		
<ul style="list-style-type: none"> <li>▪ _____</li> <li>_____</li> <li>_____</li> </ul>		
<b>2. Quality Theory</b>		
<ul style="list-style-type: none"> <li>▪ _____</li> </ul>		
<b>3. Quality management principle</b>		
<ul style="list-style-type: none"> <li>▪ _____</li> <li>_____</li> <li>_____</li> </ul>		
<b>Write <u>the appropriate terms</u> for the following definitions</b>		
<b>1. _____</b>		
<ul style="list-style-type: none"> <li>▪ Mean that the product or process performs consistently on target and is relatively insensitive to factors that are difficult to control.</li> </ul>		
<b>2. _____</b>		
<ul style="list-style-type: none"> <li>▪ It is the review to ensure aligning with the quality standards.</li> </ul>		
<b>3. _____</b>		
<ul style="list-style-type: none"> <li>▪ A methodology for monitoring a process to identify special causes of variation and signal the need to take corrective action when appropriate.</li> </ul>		
<b>4. _____</b>		
<ul style="list-style-type: none"> <li>▪ Providing confidence to all concerned that the quality function is being performed adequately</li> </ul>		
Second Question	No. of Branches (2)	(05/20)
<b>Q2 B1</b>		<b>(05/05)</b>
<b>Second Q: Remember&amp; answer <u>Five</u> questions only</b>		
<b>1. The dimensions of improvement quality</b>		
1. _____ 2. _____		
3. _____		

Course No: : BGMS 3105  
 Course Title: Q& SM  
 Date: 26 / 03/ 2014  
 No. of Questions: 3  
 Time: 60 Minutes  
 Using Calculator (No)

University of Palestine



Final examination  
 2<sup>Sd</sup> 2013/2014  
 Total Grade: 20

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

**2. The steps to Quality improvement?**

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

**3. Scope Quality Improvement Tools**

- |          |          |
|----------|----------|
| 1. _____ | 2. _____ |
| 3. _____ | 4. _____ |

**4. The Quality dimensions from Garvin perspectives?**

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

**5. Internal Benefits**

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

**6. Eight quality management principles**

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

Third Question	No. of Branches (1)	(10/20)
<u>Q3B1</u>		<u>(02/02)</u>
<u>Q3 B2</u>		<u>(02/02)</u>
<u>Q3 B3</u>		<u>(02/02)</u>
<u>Q3 B4</u>		<u>(02/02)</u>
<u>Q3 B5</u>		<u>(02/02)</u>
<u>Q3 B6</u>		<u>(02/02)</u>

**Third Q: Answer Five Questions only**

**1. What are Taguchi stages in a product's development?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



Course No: : BGMS 3105

Course Title: Q& SM

Date: 26 / 03/ 2014

No. of Questions: 3

Time: 60 Minutes

Using Calculator (No)

**2. Where is the customer focus in Quality management principles?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

**3. Explained Deming's Cycle?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**4. Quality improvement requires a complex mix of factors. Explain?**

1. \_\_\_\_\_  

1. _____	2. _____	3. _____
4. _____	5. _____	
2. \_\_\_\_\_  

1. _____	2. _____	3. _____
4. Education	5. Promotion self-management	



Course No: : BGMS 3105

Course Title: Q& SM

Date: 26 / 03/ 2014

No. of Questions: 3

Time: 60 Minutes

Using Calculator (No)

**5. Answer The Two Part of the Questions:**

**a. Why used the quality management principles?**

■ \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**b. Think about a product you bought. How can you define its “quality”?**

■ \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**6. What are the meaning quality?**

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_  
4. \_\_\_\_\_  
5. \_\_\_\_\_  
6. \_\_\_\_\_  
7. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**End of Questions**  
***Good Luck for all***