Prince of Songkla University

The Faculty of Engineering

Midterm Examination Semester 2 **Academic Year 2004**

Date : Dec 24, 2004 **Time :** 09.00 - 12.00

Subject : 226-511 Quality Engineering **Room :** R 201

Name : .....

Student code : .....

Part	1	2	3	Total
Full score	**15**	**65**	**30**	**110**
Score				

<u>คำสั่ง</u>

1. นำเอกสารเข้าห้องสอบได้
2. นำ Dictionary และ เครื่องคิดเลข เข้าห้องสอบได้
3. ใช้ดินสอได้ แต่ต้องเขียนให้อ่านได้ชัดเจน
4. ให้ทำในกระดาษคำตอบเท่านั้น ตอบนอกกระดาษ คำตอบไม่มีคะแนน
5. เขียน ชื่อ <u>หรือ</u> รหัส ในกระดาษคำตอบทุกหน้าก่อนเริ่มทำ เพื่อป้องกันความสับสน ในกรณีกระดาษคำตอบหลุดจากฉบับ

ทุจริตในการสอบ โทษขั้นต่ำปรับตกในรายวิชานั้น และพักการเรียน 1 ภาคศึกษา
<u>โทษสูงสุดให้ออก</u>

Dr. Klangduen Pochana

Name :.....code.....

<u>Part 1</u> Answer all questions. Each question has 3 points equally. Total score for this part is 15 points.

1. How does "customer requirement" differ from "customer expectation" ?

2. What are the differences between "New market" and "Established market"?

3. How does management support quality circles ?

Name :.....code.....

4. What is the difference between sporadic causes and chronic causes?

5. What is the difference between ISO9000 series version 2000 and 1994?

Name :.....code.....

<u>Part 2</u> Answer all questions. Each question has 5 points equally. Total score for this part is 65 points.

1. What are the advantages and disadvantages of "Big q" and "little q"?

2. How does SPC technique benefit to the production process?

3. How does "Quality Assurance" differ from "Inspection"?

Name :.....code.....

4. Explain "the Juran Trilogy"

5. How can we apply "Quality circle" in the faculty of Engineering?

6. What is the difficulty of implementing "Quality Circles" in SMEs in Southern Thailand?

Name :.....code.....

7. Crosby: 1979 said that "Quality is free", explain your understanding on this statement.

8. Explain CQI loop in teaching method in IE department.

9. Explain how to implement TQA in the Engineering faculty.

Name :.....code.....

10. How can you apply "P-D-C-A" to improve your study?

11. What type of problem should be selected in the initial stage of "Quality circle" activity?

12. What is the concept of "Process approach" in ISO9001:2000?

Name :.....code.....

13. Explain "P-D-C-A" cycle in ISO9001:2000.

Name :.....code.....

<u>Part 3</u> Answer all questions. Each question has 10 points. Total score for this part is 30 points.

1. Draw flow process chart for the production of "powdered chili" and identify ISO9001:2000 clause related in each process. The flow starts from customer ordering and ends at delivery to customer. (10 points)

Name :.....code.....

2. Relate all ISO9001:2000 clauses to all subjects that you have learned in the engineering curriculum. (10 points)

Name :.....code.....

3. Relate all ISO9001:2000 clauses to the factors effecting quality of the production which are Man, Machine, Method, and Material. Explanation should be given. (10 points)

Dr. Klangduen Pochana