Prince of Songkla University

The Faculty of Engineering

Midterm Examination Semester 2   Academic Year 2005

Date : December 14, 2005   Time : 09.00-12.00

Subject : 225-468 Quality Engineering   Room : R300

Name : ....

Student code : ....

Part	1	2	3	4	Total
Full score	**15**	**24**	**10**	**21**	**70**
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..

Part 1 Select best answer. Each question has 1 point. Total score for this part is 15 points.

Answer sheet for part 1.

	A	B	C	D	E
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

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

1. What type of document shows the scope of the QMS, including details of and justification for any exclusions?

a) Procedure

b) Work Instruction

c) Quality Plan

d) Quality Manual

e) Record

2. Who is directly responsible for ensuring that processes required for QMS are maintained?

a) DC

b) QMR

c) Top management

d) Middle management

e) Supervisor

3. What is **NOT** responsibility of top management stated in ISO 9001:2000?

a) Establishing quality policy

b) Appoint QMR

c) Ensuring the quality policy is communicated within the organization

d) Establishing quality objective

e) Conducting management reviews

4. The control of ISO record shall...

a) Be established in all function

b) Readily destroy

c) Remain legible

d) Provide evidence for improvement

e) Life time storage

5. What type of document is normally used for describing responsibility of employee?

a) Job specification

b) Job description

c) Organization chart

d) Job qualification

e) Organization description

6. Why does the extent of QMS documentation differ from one organization to another?

a) Due to the external origin

b) Due to the change of revision

c) Due to the approval of documents

d) Due to the requirement of ISO

e) Due to the complexity of processes

7. In which clause, the exclusion can be made?

a) Clause 4 (Quality management system)

b) Clause 5 (Management responsibility)

c) Clause 6 (Resource management)

d) Clause 7 (Product realization)

e) Clause 8 (Measurement, analysis, and improvement)

8. What ISO standard explains fundamentals of QMS?

a) ISO 9000:2000

b) ISO 9001:2000

c) ISO 9002:2000

d) ISO 9004:2000

e) Non of above answers

9. What ISO standard is not applicable?

a) ISO 9000:2000

b) ISO 9001:2000

c) ISO 9002:2000

d) ISO 9004:2000

e) Non of above answers

10. What is the aim of organization for establishing ISO9001:2000 system?

a) Enhance customer satisfaction

b) Assure conformity to customer requirement

c) Continual improvement of QMS

d) Demonstration its ability to provide product

e) All above answers are correct

11. What should be done to prevent the unintended use of outdated documents?

a) Control of distribution

b) Control of revision

c) Reference to them

d) Establish interaction

e) Apply suitable identification

12. What is the document used to control revision of the documents in QMS?

a) Master plan

b) Master list

c) Business flow

d) Business process

e) Quality Manual

13. What is the document used to identify the processes needed for the quality management system and the sequences and interaction of these processes?

a) Business plan

b) Quality plan

c) Documented procedure

d) Business flow

e) Quality Manual

14. The quality objective shall be...

a) Consistent with the quality policy

b) Communicated to customer

c) Maintained when changes

d) Appointed by a member of management

e) Established at all functions

15. The management review shall ...

a) Change the effect of the QMS

b) Communicated to customer

c) Be related to customer requirements

d) Be conducted at planned intervals

e) Review the organization's efficiency

Part 2 **Answer all questions. Each question has 3 points equally. Total score for this part is 24 points. (Answer must be in Thai)**

1. How does "purpose of the organization" differ from "objective of the organization"?

2. How does the word "supplier" in ISO9001:1994 differ from ISO9001:2000?

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

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

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

6. What is the difference between "controlled" and "uncontrolled" document?

7. Relate the clauses listed below to subjects or topics that you have learned in the engineering curriculum.

Clause no	Subject or topic
4.1	
4.2.1	
4.2.4	
5.2	
5.4.1	
5.4.2	
5.5.1	
5.5.3	
5.6.2	

8. List all documented procedures required by ISO9001:2000.

Part 3 Explain these following terms. Each question has 2 point.

Total score for this part is 10 points. (Answer must be in Thai)

1	**Documented procedure**	
2	**Business flow**	
3	**Outsourced processes**	
4	**Juran trilogy**	
5	**Effectiveness of QMS**	

Name :...code...

Part 4 From the quality policy given below, carry out these following tasks

1. identify 2 suitable objectives (5 points).

2. specify relevant targets (4 points).

3. indicate related indicators (4 points).

4. consolidate plan to achieve those objectives. (8 points).

Data can be assumed as necessary.

Total score is 21 points.

นโยบายคุณภาพ (Quality Policy)

" A national organization responsible for building a Thai society with ever-increasing mindset,

knowledge and skills in productivity by means of consultancy, training,

research and productivity promotion, through personnel who strive inexorably for excellence"

ประกาศ ณ วันที่ 1 กุมภาพันธ์ 2548

นายธวัชชัย ตั้งสง่า

ผู้อำนวยการสถาบันเพิ่มผลผลิตแห่งชาติ