

Prince of Songkla University
The Faculty of Engineering

Midterm Examination Semester 2
Date : December 28, 2007
Subject : 225-468 Quality Engineering

Academic Year 2007
Time : 09.00-12.00
Room : A400

Name :

Student code :

Part	1	2	3	4	5	Total
Full score	15	10	50	20	10	105
Score						

คำสั่ง

1. นำเอกสารเข้าห้องสอบได้ เฉพาะมาตรฐาน ISO9001:2000
2. นำ Dictionary และ เครื่องคิดเลข เข้าห้องสอบได้
3. ใช้ดินสอได้ แต่ต้องเขียนให้อ่านได้ชัดเจน
4. ให้ทำในกระดาษคำตอบเท่านั้น ตอบนอกกระดาษ คำตอบไม่มีคะแนน
5. เขียน ชื่อ ในกระดาษคำตอบทุกหน้าก่อนเริ่มทำ เพื่อป้องกันความสับสน ในกรณี
กระดาษคำตอบหลุดจากฉบับ

ทูลริตในการสอบ โทษขั้นต่ำปรับตกในรายวิชานั้น และพักการเรียน 1 ภาคศึกษา

Dr. Klangduen P'ochana



Name :

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
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Name :

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. What is **NOT** included in product requirement required by ISO9001?
 - a) Regulatory requirement
 - b) Customer requirement
 - c) Supplier requirement
 - d) Organization requirement
 - e) Law requirement
5. What is the document stating the direction of top management on the organization's quality management?
 - a) Quality of Product Requirement
 - b) Quality Management System
 - c) Quality Organization chart
 - d) Quality Policy
 - e) Quality Plan
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 guideline for QMS improvement?
 - a) ISO 9000:2000
 - b) ISO 9001:2000
 - c) ISO 9002:2000
 - d) ISO 9003:2000
 - e) ISO 9004:2000

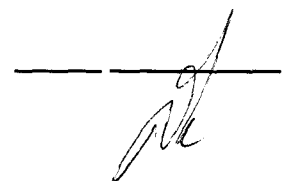
Name :

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. Which procedure is required by ISO9001:2000?
- a) Design and Development Procedure
 - b) Purchasing Procedure
 - c) Marketing Procedure
 - d) Customer Satisfaction Procedure
 - e) Corrective Action Procedure
11. Which clause is not included in "Plan" stage of PDCA loop in ISO9000?
- a) 5.2
 - b) 5.3
 - c) 5.4
 - d) 5.5
 - e) 5.6
12. Which clause is related to incoming inspection?
- a) 7.4.1
 - b) 7.4.2
 - c) 7.4.3
 - d) 8.3
 - e) 8.2.3
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 policy shall be...
- a) Understood by supplier
 - b) Reliable and Public
 - c) Consistent with the organizational purpose
 - d) Appointed by a member of organization
 - e) Established at all functions
15. Which function in the organization is not included in the scope of QMS?
- a) Sales
 - b) Store
 - c) Maintenance
 - d) Marketing
 - e) Accounting



Part 2. Answer these following question shortly in the provided space. (1 point each, total 10 points)

No	Question	Answer
1	What is the standard that uses to certify local product?	
2	Which clause states that the exclusion of clause in ISO9001:2000 can be made?	
3	What does the supplier in ISO 9000:1994 mean?	
4	How can the organization make sure that measuring equipment is accurate?	
5	What type of record is required in clause number 6.2.2?	
6	What does the organization do to eliminate the causes of potential nonconformities in order to prevent their occurrence?	
7	The document states structure of management function in the organization.	
8	What is the name of ISO9001:2000 for Thai industrial standard?	
9	What is the keyword of TQA?	
10	Where should we find the informative document which shows correspondence between ISO9001:2000 and ISO9001:1994	



Name : code.....


6. How does “verification” differ from “validation”? (5 points)

7. What is the major difference between “clause 7.5.1” and “clause 7.5.2”? (5 points)

8. What is the major difference between “Quality Inspection” and “Quality Control”? (5 points)

9. List all procedures that required by ISO9001:2000. (5 points)

10. Explain how to implement TQM in the Engineering faculty. (5 points)



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Name :code.....

11. From your assignment (Task 1), what is your submitted standard? Determine product requirement of the submitted product. (5 points)

12. From the group assignment, what is your position in your company? What is your responsibility according to ISO9001:2000 requirement? Which clause is related to your duty? (5 points)

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PART 4 (20 points) Explain these following words or terms. Each question has 2 points.

No.	Question	Explanation
1	QMR	
2	สมอ	
3	Business flow	
4	SIPOC	
5	Continual improvement	
6	Exclusion	
7	Efficiency	
8	Effectiveness	
9	Compatibility with other management systems	
10	Outsource	

9/10

Good luck

Dr. Klangduen Fochana

10/10

Name :code.....

Part 5 Identify ISO9001:2000 clauses relating to these following topics in IE and MfE curriculum. Total score for this part is 10 points.

Select only **one clause (most suitable one)** in each question.

No.	Subject	Clause no. in ISO9001:2000
1	Work study	
2	Quality control	
3	Industrial safety	
4	Inventory control	
5	Machine design	
6	Accounting	
7	Material	
8	Engineering Statistics	
9	Plant layout	
10	Production planning	

Good luck

Dr. Klangduen Pc chana

