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Student Name.....

PRINCE OF SONGKLA UNIVERSITY
FACULTY OF ENGINEERING

Final Examination: Semester 1

Academic Year: 2009

Date: October 8, 2009

Time: 9:00-12:00

Subject: 225-467 Quality Improvement

Room: หอประชุม

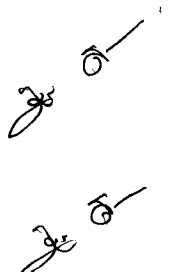
ทูลิตในการสอบ โทษขันต่ำปรับตทในรายวิชานันและ
พักการเรียน 1 ภาคการศึกษา

Instructions:

1. There are 6 questions (40%) and you are required to answer all question.
2. Books and notes are allowed.
3. A calculator and a dictionary are allowed.
4. Borrowing things from other students is prohibited.
5. Writing by pencil is allowed.
6. You are required to answer the questions in an exam book.
7. The exam paper and book cannot be taken out of the room.

Runchana Sinthavalai, Ph.D

Instructor



Remark: ข้อสอบเน้นการวิเคราะห์ นักศึกษาต้องแสดงถึงการอธิบายที่ชัดเจน การวิเคราะห์อย่างเป็นระบบ การให้เหตุผลสนับสนุน และ/หรือ การแสดงตัวอย่างที่ชัดเจน โดยเกณฑ์การให้คะแนนจะพิจารณาจากประเด็นดังกล่าว

1. (10%) As the statement, “the quality improvement (QI) means to reduce the variations in product or process”, how does QI relate to the customer satisfaction? Explain in terms of Sigma level and give an example.
2. (10%) Compare and contrast Kaizen and Six Sigma quality improvement systems. Comment on their chance of success in Thailand.
3. (5%) What do you consider as the main benefits in undertaking self-assessment in ‘Category 4’ and ‘Organizational profile’ for MBNQA?
4. (5%) As the statement, “FMEA can prevent the product recall” what do you consider to be the underlying issues of this statement? Explain and give an example.
5. (5%) As the statement, “QFD can shorten the phase of product or service design”, what do you consider to be the issues underlying this statement?
6. (5%) From your experience in Assignment II, what do you regard as the factors which govern the success in 5S implementation in any organizations?