

PRINCE OF SONGKLA UNIVERSITY
FACULTY OF ENGINEERING

Midterm Examination: Semester 2

Academic Year: 2009

Date: December 22, 2009

Time: 9:00-12:00

Subject: 225-466 Quality Management

Room: R200

ทูลรลทในการสอบ โทษขั้ันด้าปรับดกในรายวลขานั้และ
พั้กการเรลยห 1 ภาคการศลลษา

Instructions:

1. There are 60 points (30%).
2. Books and notes are allowed.
3. A calculator and a dictionary are allowed.
4. Borrowing things from other students is prohibited.

Question No.	Full Score	Score
1	5	
2	5	
3	5	
4	5	
5	10	
6	10	
7	10	
8	10	
Total	60	

Asst. Prof. Dr. Runchana Sinthavalai
Instructor

(1.2) give example for each need in the case of your manufacturing?

2. (5 Points) You have to explain the concept of 'Internal Customer' to staff in the Purchasing department. How do you (2.1) explain the importance of concept and (2.2) compare with the organization without this concept in the purchasing department?

3. (5 Points) You have to explain 'the role and responsibility of leadership in the quality management' for the production managers. Give examples

AS 9

Remark: ข้อสอบเน้นการวิเคราะห์ นักศึกษาต้องแสดงถึงการอธิบายที่ชัดเจน การวิเคราะห์อย่างเป็นระบบ การให้เหตุผลสนับสนุน และ การแสดงตัวอย่างที่ชัดเจน โดยเกณฑ์การให้คะแนนจะพิจารณาจากประเด็นดังกล่าว

Answer all questions.

Suppose you are an engineer in one of the manufacturing, answer question 1-6.

I am an engineer in the manufacturing of.....

(Choose the business by yourselves)

- 1. (5 Points)** You have to explain the concept of 'Kano Customer Need Model' to your staff. How do you (1.1) explain the concept of model and (1.2) give example for each need in the case of your manufacturing?

- 2. (5 Points)** You have to explain the concept of 'Internal Customer' to staff in the Purchasing department. How do you (2.1) explain the importance of concept and (2.2) compare with the organization without this concept in the purchasing department?

- 3. (5 Points)** You have to explain 'the role and responsibility of leadership in the quality management' for the production managers. Give examples for what will be happened if the leader lacks of those skills (explain individually for each quadrant).

- 4. (5 Points)** You would like to introduce the concept of 'Quality is free' to your staff in your manufacturing. How do you (4.1) explain and (4.2) give examples to staff in case of your manufacturing?

- 5. (10 Points)** You have to explain 'Juran Trilogy' to the business owner in the case of your manufacturing. How do you (5.1) explain and (5.2) give examples if the organization lacks of each element?

6. (10 Points) Each of the processes listed is non-centered with respect to the specifications for the process. (6.1) Compute Cpk for each, and (6.2) decide which is the most incapable process?

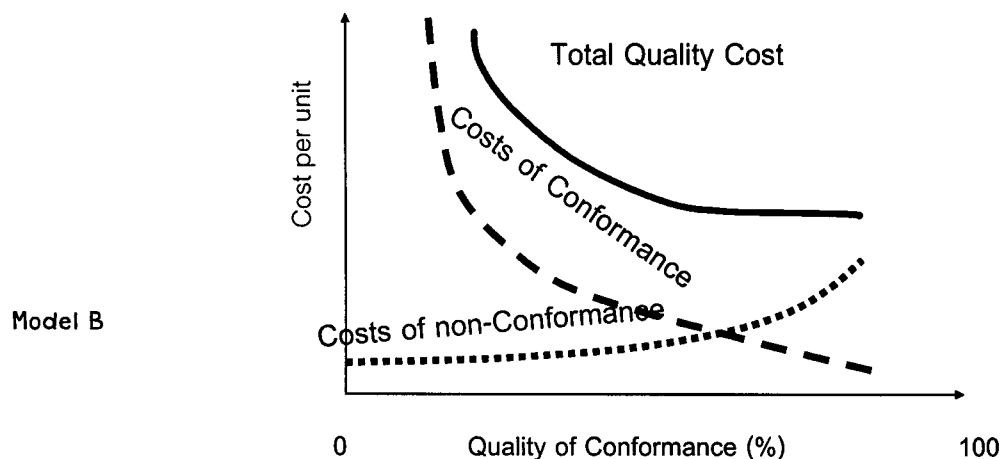
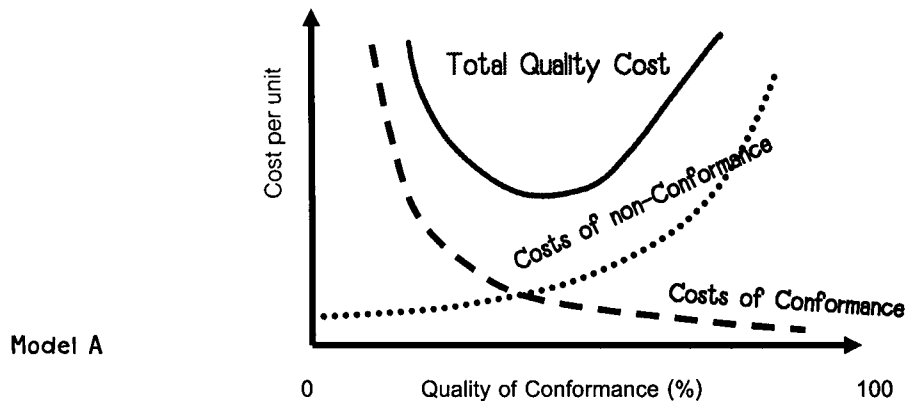
Process	Mean	Variance	Lower Spec.	Upper Spec.
A	11.00	0.13	10.5	12.0
B	24.50	0.19	23.00	25.0
C	17.5	0.94	16.50	18.00

7. (10 Points) Complete both;

(7.1) Developing the flowchart for your decision making whether to drop out this course. Start from any situations that affects to your consideration.

(7.2) Developing the flowchart for your assignment completion (Benchmarking). Start from receiving the topic of an QM assignment.

8. (10 Points) Explain the different between model A and B for cost of quality.



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