

PRINCE OF SONGKLA UNIVERSITY
FACULTY OF ENGINEERING

Midterm Examination: Semester 1
Date: August 2, 2010
Subject: 225-467 Quality Improvement

Academic Year: 2010
Time: 9-12 am
Room: A400

Student Name.....

**ทูลรลทในการสอบ โทษซ้ันต่ำปรลบกในรายวลาซ้ันและ
พัทการเรลลน 1 ภาคการศลลษา**

Instructions:

1. There are 50 points (25%).
2. Books are not allowed. *Only A4 with note is allowed.*
3. A calculator and a dictionary are allowed.
4. Borrowing things from other students is prohibited.

Question No.	Full Score	Score
1	10	
2	10	
3	20	
4	10	
Total	50	

หมายเหตุ: ซ้อสอบเน้นการवलคราระน้ นักศลลษาต้องแสดงดลลงการอธลบายที่ซ้ดแลน การवलคราระน้อซ้าง
เปลลระบบ การล้เหตุผลสนล้สนลน และ/หรือ การแสดงตัวซ้างที่ซ้ดแลน โดยแทนท์การล้คะแนนจะ
พลลจารณมาจากประเด้นดลลงล้

Assistant Prof. Runchana Sinthavalai, Ph.D.

Instructor



1. (10 Points) Suppose you are the manager of construction business, answer both questions;

1.1 Explain the concept "Quality is free" to your employees by using the case of your construction business

1.2 Identify three major types of each cost; prevention cost, appraisal cost, internal failure cost, and external failure cost in the case of your business

2. (10 Points) Suppose you are the manager of restaurant, answer both questions;

2.1 Explain the concept "internal customer" to your employees by using the case of your business and explain the effects if your business refuses this concept

2.2 Explain the importance of elements in the "Juran trilogy for quality management" to your employees by using the case of your business

3. (20 Points) From your benchmarking assignment, answer all questions

3.1 (5 Point) What is the type of benchmarking applying to your case?
and explain the reason choosing that type

3.2 (5 Point) As project completion activity, what would be the benefits
from the step of "project evaluation" applying to your assignment?

3.3 (10 Point) Suppose you are the consultant helping me to run the job on benchmarking (it means I am your customer). Applying the concept of **"Kano model"**, identify three of basic needs, three of performance needs, and one excitement needs that you might provide for your service.

4. (10 Points) Construction the flowchart for computing OEE.
(Ensure that people can understand and follow your flowchart !!)