

## **BA5107 Total quality management**

### 2Mark Question with Answer

#### **Unit-V**

#### **Quality Management system**

##### **1. What do you mean by the term quality system?**

The quality systems are the organizational structure, responsibilities, procedures, process and resources for implementing quality management.

##### **2. What is ISO?**

ISO (International Organization for Standardization) is a specialized agency for standardization. The primary objective of ISO is coordination and unification of international standard

##### **3. What are ISO 9000 and ISO 14000?**

ISO 9000 has become an international reference for quality management requirements in business- to- business dealings

##### **4. What is the function of ISO 9000 family?**

The ISO 9000 family is primarily concerned with “quality management”. This means what the organization does to fulfil:

- The customer’s quality requirements
- Applicable regulatory requirement, while aiming to enhance customer satisfaction
- Achieve continual improvement of its performance in pursuit of these objectives.

##### **5. What is the function of ISO 14000 family?**

The ISO 14000 family is primary concerned with “environmental management”. This means what organization does to:

- Minimize harmful effects on the environment caused by its activities,
- Achieve continual improvement of its environmental performance.

**6. What are the reasons for implementing quality system that conforms to an ISO standard?**

User experience clearly indicates the several significant improvements in the following areas:

- Improved employee involvement
- Improved housekeeping
- Improved decision making based on facts and data
- Improved customer satisfaction
- Improved safe working
- Reduce customer complaints
- Reduce inspection efforts
- Reduce quality cost

**7. What are the ISO 9000 standards?**

The ISO 9000 standards are a collection of formal international standards, technical reports, handbooks and web base documents on quality management and quality assurance.

**8. Who is responsible for developing the ISO 9000 standards?**

ISO technical committee and its sub- committees are responsible for the development of the standards. The work is conducted on the basis of “consensus” among quality and industry experts nominated by the national standards bodies, representing a wide range of interested parties.

**9. Where we can apply the ISO 9000 series of standards?**

ISO 9000 series of standards are applied to any organization, large or small, whether its product, and whether it is a business enterprise, a public administration or a government department.

**10. Write down the necessity for documentation?**

- The proper documentation is the pre-requisite for implementing quality system.

- The documentation serves as a reference for the management, the staff and other agencies whose involvement is essential for implementation of the quality system.

**11. What are the advantages of having a documented quality system?**

- a) Serves as a reference
- b) Brings about clarity of objectives and targets
- c) Provides standardization in work procedure
- d) Bring about consistency in operations
- e) Develops confidence amongst employees
- f) Generates customer's confidence
- g) Provides a basis for continuous improvement, etc.

**12. What are the documents required for implementing the quality system?**

The various documents required are:

- 1) Quality policy manual
- 2) Work instructions
- 3) Quality system procedure (QSP's)
- 4) Records/ formats/ forms.

**13. What are the benefits of documentation?**

The various documents required are:

- 1) Documentation regularizes the method of performing the day-to-day activities.
- 2) It provides formats for standardizing practices.
- 3) It provides reference for assessing degree of enforcement in practice.
- 4) It facilitates trouble shooting for tracing back on the processes.
- 5) It demonstrates the ISO quality system certification.

**14. Define quality auditing?**

A quality system audit is defined as "a systematic and independent examination to determine whether activities and related results comply with planned arrangement, whether these arrangements are implemented effectively and whether these arrangements are implemented effectively and whether these are suitable to achieve objectives".

**15. What are the types of audit?**

1. First party audit (or Internal Audit)
2. Second party audit
3. Third party audit

**16. What are the objectives of quality audits?**

The objectives of quality audit programmes are:

1. To determine the conformity or non-conformity of the quality system elements with regard to specified requirements.
2. To determine the effectiveness of the implemented quality system in meeting specified quality objectives.
3. To meet regulatory requirements, if applicable.
4. To permit the listing of the audited organisations quality system in a register for third party certification.
5. To evaluate an organisation's own quality system against a quality system standard.

**17. List the stages of an audit?**

The four stages of the auditing are:

1. Audit planning
2. Audit performance
3. Audit reporting
4. Audit follow-up

**18. What is QS 9000? What are the objectives of QS 9000?**

- QS 9000 is a set of quality requirements to help automotive suppliers to ensure that they are meeting/ exceeding customer requirements.
- The objective of QS 9000 is to develop fundamental quality systems based on continuous improvement, defect prevention, reduction of variation and waste elimination in the automobiles supply chain.

**19. What do you mean by the term leadership?**

Leadership is the process of influencing the activities of an individual or a group towards the achievement of a goal in a given situation.

**20. Match the following?**

A		B
1.	ISO 9001	a) model for quality assurance in final inspection and test.
2.	ISO 9002	b) Guidelines for auditing quality systems.
3.	ISO 9003	c) Models for quality assurance in design, development, production, installation and servicing.
4.	ISO 9004	d) Automotive quality management system.
5.	ISO 10011	e) Model for quality assurance in production and installation
6.	ISO 9000	f) Quality management and quality system elements guidelines.

[Ans: (1. (c), 2. (e), 3. (a), 4. (f), 5. (b), 6. (d)]

**21. What are the purpose of series of ISO 14000 standards?**

The series of ISO 14000 standards are designed to cover:

- i. Environmental management systems
- ii. Environmental auditing
- iii. Environmental performance evaluation
- iv. Life- cycle assessment
- v. Environmental aspects in product standards.

**22. What are the three fundamental TQM axioms?**

- 1) Commitment (to never- ending quality improvement and innovation).
- 2) Scientific knowledge (at the proper tools and techniques for the 'technical' change).
- 3) Involvement (all in one term, for the social change).

**23. What is a quality council? Who are all the members in the quality council?**

- 1) A quality council is a team to provide overall direction for achieving the total quality culture.
- 2) The members of quality council are:
  - The chief executive officer (CEO)
  - The senior managers or the different functional areas
  - A coordinator or consultant.

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