

QUALITY MANAGEMENT TU-22.1302
EXAMINATION 18.02.2014

Name: _____

Student number: _____

Points: ____ + ____ = ____

Questions 1 to 10 are about basic concepts and function as knock-off: you need to get at least 60% of them right to pass the course. Your level of excellence is judged from the essay -type questions.

Write in English, Swedish or Finnish. Be brief and to the point.

1) What happens when components become interchangeable?

2) What is the difference between a producer's risk and a seller's risk?

3) What is a control chart used for?

4) How is product quality different from product grade?

5) What is the difference between a value chain and a process?

6) What means "requirement capture"?

7) Which are the three roles of a customer?

8) What is the difference between variation and variety?

9) What is the difference between variables and attributes in process control?

10) Which are the elements of the PAFF –model of cost of poor quality?

Answer to TWO of the following essay questions.

- A) Discuss the relation of quality to other product attributes, such as functionality, grade, and variety.
- B) What is the difference between common and specific causes of quality problems and how do you identify them?
- C) Describe the basic steps of the House of Quality methodology.
- D) What is process capability and how is it measured?