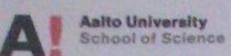


QUALITY MANAGEMENT TU-22.1302 EXAMINATION 18.02.2014

Name	e:	
Studer	nt number:	Points:+=
Ques 60% d quest	of them right to pass the course. Your level of	unction as knock-off: you need to get at least of excellence is judged from the essay -type
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 produce	r's risk and a seller's risk?
3)	What is a control chart used for?	
4)	How is product quality different from produ	ict grade?
5) V	What is the difference between a value ch	ain 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?