

Quality Management

Basic Course Tuo-22.301, 18.2.'97

Answer all questions 1 - 12. Questions 1 to 10 are about basic concepts and function as knock-off: you need at least 60% of them right to pass the course. Your level of excellence is judged from the essay-type questions 11 and 12.

You may write your answers in English, Swedish or Finnish. Be brief and to the point.

1. Why should conformance and performance quality be kept conceptually separate ?
2. The basic measures of process quality ?
3. How did variation theory change the perceptions of management ?
4. How do you know a process is under statistical control and has sufficient capability ?
5. What are you supposed to do with a "must-be quality element" ?
6. How do you know, only common cause variation is present in a process ?
7. What is a control chart used for in quality management ?
8. Yes', it was the same as nr. 4 !
9. Which are the key elements of The House of Quality ?
10. What is AQL?
11. Describe the principle of The Kano Curve and discuss an example of it's application.
12. Discuss the benefits and limitations of QFD.

Alexander Fink, 18.2.97

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