

Name: _____

Student number: _____

Points: _____ + _____ = _____

QUALITY MANAGEMENT

Basic Course Tuo-22.301

EXAMINATION 21.6.1999

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 11 and 12.

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

1) What is the difference between specific and common causes of variation? _____

2) In what situations is "tampering" considered bad? _____

3) What is the relationship between interchangeable parts and quality? _____

4) What is the difference between variety and variation? _____

5) What is the purpose of a quality system? _____

6) Why are low costs and variation thought to be mutually exclusive? _____

7) What is the difference between a customer and a client? _____

8) In what ways is Taguchi's loss function different from the traditional view? _____

9) Define FMEA _____

10) Why should organizations do quality audits? _____

11) Explain the purpose of QFD and the House of Quality and discuss its relevance to product strategy.

12) Would you like to use Policy Deployment if you were a mid-level manager in a large organization? Why? Why not?