

1. Fill in the blank (2 pts)

Quality is a product with the **features & characteristics** which determine **desirability** and can be **controlled** to meet certain **basic requirements**.

Looking for the concept that the quality is determined by the customer and their needs.

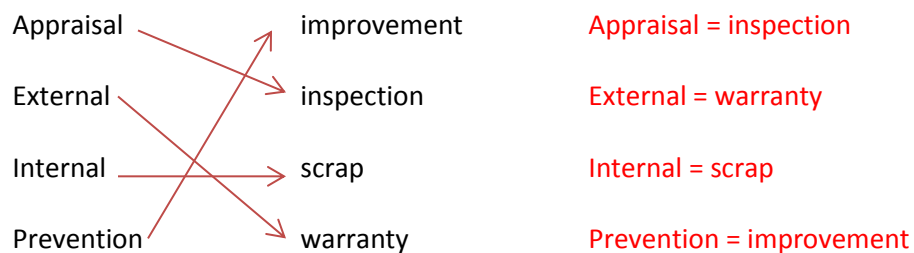
2. Companies in the US are required to follow the ISO standard quality system. (1 pt) T F

3. Describe internal versus external customer. (2 pts)

External customer is the end user

Internal customer is within the company, but the next step -- who receives your work.

4. Match the actions with their respective cost of quality (2 pts)



5. The ISO 9001:2015 quality management system is based on the 7 principles listed below. Select 3 and describe their relationship to the quality system. (9 pts)

Customer Focus **Understand current/future needs; meet requirements, exceed expectations**

Leadership **Establish unity of purpose & direction of the organization; create/maintain internal environment in which people can become involved**

Engagement of People **People at all levels are involved and use their abilities to organizations benefit**

Process Approach **Activities and resources are managed as interconnected processes (systems)**

Improvement **Continual improvement is permanent objective, always getting better**

Evidence based decision making **Decisions based on data rather than “best guess”**

Relationship management **Organization and suppliers are interdependent and both create value**