

## AQS 115 -- Module 1 & 2 Study Guide (Exam Review)

This study guide is meant to guide you when in studying for the exam. I hope you find it helpful. It is not a contract of what content will or won't be on the exam. The questions on the exam will be from the topics below.

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### **ISO 9001:2015**

Clauses 0 – 7.0

### **Slide deck and Handouts**

Definition of quality- “...features/characteristics...desirability...controlled to meet....requirements”  
Quality determined by end-user

Quality system basics:

- Say what you do
- Do what you say
- Record what you did
- Check the results
- Act on the difference

Define Internal versus External customer

Cost of Quality -- know the difference between appraisal, internal, external & preventive

Process Definition – what basically is a process; flow chart(s) and turtle diagram depictions

General Quality principles

Plan-do-control-act

Customer Focus, Leadership, Engagement of the People, Process Approach, Improvement,  
Evidence-based decision making, Relationship management

Common Terms – QMS Definitions per ISO 9000:2015 handout