

Quiz #1 (14 pts)
QUALITY REVIEW

Name _____

1. Who determines quality?
 - a. Engineer
 - b. Inspector
 - c. CNC Programmer
 - d. **Customer**

2. Which quality management principle provides direction, establishes unity and creates an environment to promote full involvement?
 - a. Customer focus
 - b. **Leadership**
 - c. Process approach
 - d. Relationship management

3. When should product and service requirements be reviewed?
 - a. When shipping the order
 - b. After starting production
 - c. While negotiating costs
 - d. **Before accepting the order**

4. Changes to requirements should be:
 - a. Identified
 - b. Documented
 - c. Controlled
 - d. **All of the above**

5. Controls for non-conformances include:
 - a. Keeping non-conforming material in your desk drawer
 - b. **Taking actions to resolve the nonconformance**
 - c. Processing non-conforming material with acceptable product
 - d. Releasing non-conforming material to distribution

6. As part of corrective actions, investigations are conducted to determine:
 - a. **Root cause**
 - b. Discrepancies
 - c. Metrics
 - d. Negative trends

7. Improvement and planning is part of which category for cost of quality?
 - a. Internal
 - b. Appraisal
 - c. External
 - d. **Prevention**