1. Who determines quality?
2. Engineer
3. Inspector
4. CNC Programmer
5. Customer
6. Which quality management principle provides direction, establishes unity and creates an environment to promote full involvement?
7. Customer focus
8. Leadership
9. Process approach
10. Relationship management
11. When should product and service requirements be reviewed?
12. When shipping the order
13. After starting production
14. While negotiating costs
15. Before accepting the order
16. Changes to requirements should be:
17. Identified
18. Documented
19. Controlled
20. All of the above
21. Controls for non-conformances include:
22. Keeping non-conforming material in your desk drawer
23. Taking actions to resolve the nonconformance
24. Processing non-conforming material with acceptable product
25. Releasing non-conforming material to distribution
26. As part of corrective actions, investigations are conducted to determine:
27. Root cause
28. Discrepancies
29. Metrics
30. Negative trends
31. Improvement and planning is part of which category for cost of quality?
32. Internal
33. Appraisal
34. External
35. Prevention