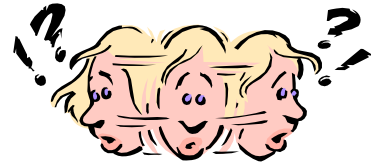




QUALITY QUICK QUIZ - ANSWERS

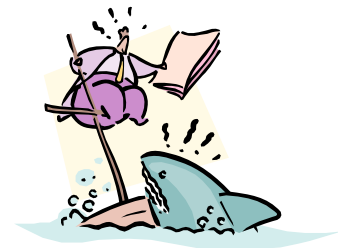
What PDCA describes an effective quality system?

- Plan-Do-Check-Act
- Provisional Dates – Check Accuracy
- Positive Dummies Can Achieve
- Poor Diligence Causes Accidents



The non-fulfilment of specified requirements is:

- A bit of a problem
- Something to panic about
- A nonconformity
- A breach of legislation



What key points should a Quality Policy include? (Tick all that apply)

- A brief description of the company's products / services
- Name of the company's Quality Manager
- A commitment to customer focus
- A commitment to continual improvement



The systematic checking of how a company's activities comply with planned arrangements, the effectiveness of implementation and ability to achieve objectives, is known as:

- An inconvenience
- An audit
- Something to avoid
- An investigation



Improvement Objectives should be:

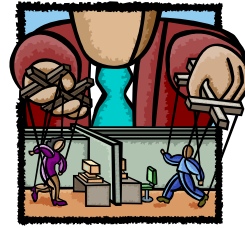
- Set Monthly And Rarely Targeted
- Specific, Measurable, Achievable, Realistic & Time-bound
- Something, Measurable, Achievable, Realistic & Tiny
- Serious, Manageable, Artistic, Rapid & Timely





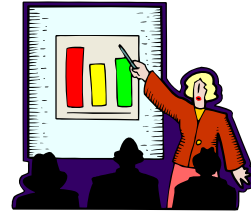
Who is responsible for setting objectives and targets?

- Everybody
- The fork-lift truck driver
- The quality manager
- Top management



When should staff receive Quality Awareness training? (Tick all that apply)

- Never
- Just before an audit
- On joining the company
- Following a change in roles and responsibilities



Internal Auditors should:

- Be managerially independent of the activities being audited
- Audit their own areas
- Be critical of faults found during the audit
- Ignore problems



Management Quality Review Meetings should include: (Tick all that apply)

- Analysis of trends arising from performance
- A review of training needs
- A review progress of improvement objectives and targets
- A review of the effectiveness of the management system



Why should problems be reported?

- So everyone can have a good laugh
- To understand what went wrong and prevent future recurrence of the problem
- So that the Assessor can see we filled in the necessary paperwork
- So the boss knows who to sack

