

SAMPLE EXAMINATION

Instructions:

1. Closed text, closed notes.
2. Show all your calculations where appropriate..

1. Discuss the contributions made by the following individuals to the field of quality:

- (a) W. Edwards Deming
- (b) Walter A. Shewhart
- (c) Philip B. Crosby

2. (a) Briefly describe the applications of ISO 9000, 9001, 9002, 9003, and 9004.

(b) What is QS 9000 and how does it differ from ISO 9000?

3. (a) Name and describe the two types of variation that must be dealt with in SPC. Address the following in your discussion: amount of process variation, ease of removing the variation, and affect on process problems.

(b) Every distribution has three measurable characteristics. Name and discuss each one of these.

4. Tests were conducted on 120 samples to determine the holding strength of Sure-Stik (in pounds). The tabulated frequency data were:

Cell Boundary	Frequency				
123.05-123.55	10				
123.55-124.05	14				
124.05-124.55	20				
124.55-125.05	22				
125.05-125.55	30				
125.55-126.05	16				
126.05-126.55	8				
Totals	120				

Compute the mean, median, mode, range, and standard deviation of this test result.