Quality management

How to split ISO standards:

 a (80x10)

: a system standards, industry standards and technical standards.

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What is accreditation?

 a (80x10)

: a An accreditation is the official recognition that an accreditation body (laboratory, certification organization) is authorized to carry out certain activities (testing, calibration, certification of products or quality systems) or to carry out this activity at a guaranteed level.

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What does the CE marking mean?

 a (80x10)

: a A CE is not a quality label, it merely indicates that the product meets the requirements and that the requirements of the conformity assessment law have been met.

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Which companies are accredited by CAI (at least 3)?

 a (80x10)

: a testing laboratories (ČSN EN ISO / IEC 17025: a 2005), medical laboratories (ČSN EN ISO 15189/2007), calibration laboratories (ČSN EN ISO / IEC 17025: a 2005), control bodies (ČSN EN ISO / IEC 17020: a 2005)).--

How can we define product quality requirements?

 a (80x10)

: a Safety, manageability, maintainability, maintainability, reliability, durability, functionality, aesthetics.

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Name the main gurus in the quality range (at least 3)?

 a (80x10)

: a a dr. Edwars Deming, Ph.D. Anežka Žaludová, Josepf M. Juran Kaoru Ishikawa, dr. Prof. Genichi Taguchi, Phil Crosby, Armand Vallin Fig Tree RNDR. Frantisek Egermaer, DRCs

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Who has the PDCA cycle?

 a (80x10)

: a dr. Edwars Deming

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What is a null error?

 a (80x10)

: a zero effect works without defects.

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Who is the creator of the TQM idea?

 a (80x10)

: a and Armand Vallin fig tree

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Who is the author of the Fishbone diagram?

 a (80x10)

: a Prof. Kaoru Ishikawa

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In which groups do we divide customers?

 a (80x10)

: a an external and internal.

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Are you calling three states of customer satisfaction?

 a (80x10)

: a customer satisfaction, full customer satisfaction, limited customer satisfaction.

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Name a few reasons for the low number of complainants?

 a (80x10)

-- the comfort of the customer, -- his excessive modesty, his modesty and consideration, -- too short a warranty period for certain products and services, -- the fact that the costs of complaints are higher than the price of a new product, defects , -- Product life, -- Customer age.

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With which methods are the satisfaction attributes defined?

a (80x10)

: a a The method of developing quality features and listening to the customer's voice.

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What is customer satisfaction?

a (80x10)

: a a It is the sum of the feelings caused by the difference between his demands and the perceived reality.

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Who is the customer

a (80x10)

: a A customer is someone who subscribes to a product from us.

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Was ist ein Prozess?

a (80 x 10)

Ein Prozess ist daher eine Reihe sich wiederholender Aktivitäten, die, obwohl sie auch irgendwo beginnen und enden, in Raum und Zeit immer wieder wiederholt werden. Der Prozess schafft Mehrwert und verbraucht Ressourcen (Umwandlung von Inputs in Outputs).

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Was sind die Ansätze zum Prozessmanagement?

a (80 x 10)

:a ein funktionaler Ansatz, Prozessansatz, Projektansatz.

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Give examples (at least two) of the controller in the process?

a (80x10)

: a laws, regulations, directives, regulatory technical authorities.

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List some management levels by CMM?

a (80x10)

: a non--existent control, repeated, initial, defined, controlled and optimized.

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What types of documents do you know?

a (80x10)

: a a quality manual, internal communication, regulations, instructions, procedures, forms, working procedures.

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What is the difference between a form, a pattern and a warning?

a (80x10)

: a facilitate a form and a template and unify the work. Records are used to search for specific information.

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What is in the first part of the pyramid documentation?

a (80x10)

: a a quality manual, organizational operating rules -- documents that serve the entire company.

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What is an intervention?

a (80x10)

: a A procedure is a set method of executing an activity or process.

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Which document procedures are required by ISO 9001?

a (80x10)

: a Document management, file management, internal audit, faulty product management, corrective actions, preventive measures.

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What does the Quality Manual contain (at least points)?

a (80x10)

: a Company history, quality declaration, liability definition, organization chart, scope and type of duties, number, movement and update method, control methods, methods for processing the results, quality records, internal controls, corrective actions, change sheets.

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Which activities can be understood as an improvement process?

a (80x10)

: a quality planning, quality management, quality improvement.

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What is quality management?

a (80x10)

: a Short--term and operational quality management to ensure that processes do not deviate from the planned level, I find out if what was planned and written in the documentation is the same in practice.

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List where the suggestions for improvement (at least two) can come from.

a (80x10)

: a Measurement of customer satisfaction, process analysis and results, market losses, benchmarking results, employee appraisals.

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What are the 7 quality tools?

a (80x10)

a is a flowchart, data logging, histogram, cause -- and -- effect diagram, pareto diagram, scatter plots, control charts.

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Describe the flowchart?

a (80x10)

: a It is a versatile tool that describes the process. It provides a simplified summary of a verbal verbal description of processes and processes in graphical form, understanding internal links within the process, and improving communication between departments.

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What types of data do we have?

a (80x10)

: a Qualitative and quantitative, test result, easy to obtain or test.

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What is brainstorming?

a (80x10)

: a Brainstorming is a creative group technique.

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What are the principles of brainstorming?

a (80x10)

: a a pleasant atmosphere, no criticism, no ideas are welcome, we combine and improve already created ideas, mutual inspiration, everyone is equal.

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What is Benchmarking?

a (80x10)

: a Benchmarking is a method based on the systematic measurement and comparison of selected indicators.

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What are the 4 principles for successful benchmarking?

a (80x10)

: a What I want to compare, who will be a partner / who has successful processes, how we do it -- processes how others do it.

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What are the phases of benchmarking?

a (80x10)

: a planning, analysis, integration, action.

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What types of audits do we have?

a (80x10)

: a a product quality audit, process audit, management system audit, personnel audit.

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Who is the examiner?

a (80x10)

: a a person responsible for carrying out audits.

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What are the stages of the audit?

a (80x10)

: a a Planning, audit resources, preparation, review process, audit completion, and report processing.

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What are the exam resources?

a (80x10)

: a a organization, personnel, information, finances.

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Describe the product quality audit?

a (80x10)

: a a goal is to review the ability of a product to meet customer requirements. It is primarily used to determine the actual level of functionality, reliability, safety and technical parameters. As part of the audit, the packaging can be tested according to customer specifications and all identification labels can be affixed.

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What is Six Sigma?

a (80x10)

: a a The Six Sigma concept is a management approach whose basic idea is to realize activities with maximum profitability and maximum customer satisfaction through managed and competent processes.

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Wer hat das Six Sigma--Konzept entwickelt?

a (80 x 10)

:a und Motorola im Jahr 1980.

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What is social consideration in TQM?

a (80x10)

: a a Companies with TQM are responsible for both employees and their environment == It is important for the company to monitor the satisfaction of its employees and also to understand the impact of its activities on the environment, such as: B. region, nature, state.

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Explain customer orientation?

a (80x10)

: a customer orientation -- everything that happens in the company must be regulated in relation to the needs and desires of the customer. The basis is anyone to whom we communicate the results of his own work, including all employees of the company.

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What is a mismatch?

a (80x10)

: a non--compliance -- failure to meet a specific requirement (ie failure to meet a need or expectation that is set, normally accepted or binding).

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What is a defective product?

a (80x10)

: a Non--compliant product is a product that does not meet customer requirements. Relevant regulatory requirements or the organization's own requirements.

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What are the characteristics of a mismatched product?

a (80x10)

:a damaged packaging of the purchased or delivered goods (the packaging must be severely damaged, ie the contents have been damaged as a result of their infringement),

• mismatch in number or type of goods,

• disagreement regarding the delivery to the customer,

• non--conformity of the required characteristics of the goods (malfunction, missing documents, wrong instructions for use),

• discrepancies in related services (service, new product design),

• other characteristics of the defective product.

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What are remedies in a defective product?

a (80x10)

: a Remedial measure is a measure of non--compliance in order to prevent recurrence, while a preventive measure is a measure to eliminate the cause of a possible non--compliance or other undesirable situation ,

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What are the possible sources of information for finding potential deviations?

a (80x10)

: a a data analysis; Test results; Quality records; Evaluation of supplier performance; Customer satisfaction feedback; Verification; Lessons from previous experiences; SPC -- Diagrams and Analyzes.

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What is the goal of security management?

a (80x10)

: a a The aim of OSH management is to reduce risks to human health and life, the environment or property.

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What does risk management include?

a (80x10)

: a a risk analysis, risk assessment, risk management.

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Do you call some qualitative?

a (80x10)

: a security check, checklist analysis, relative classification methods, a preliminary hazard / risk analysis, an analysis of "what if ...", hazard and operational analysis, failure mode and impact analysis, fault tree analysis and event tree analysis , Cause -- effect analysis, reliability analysis of the human factor, risk analysis of critical control points.

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What is a risk?

 a (80x10)

A risk is the likelihood that an undesirable phenomenon and its consequences will occur as a result of dangerous behavior. Risk is generally the likelihood of an adverse event with adverse consequences.

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What is danger?

 a (80x10)

: a A danger is a property of machinery, equipment, the environment or an activity that can lead to an unwanted phenomenon.