

**INDIAN STATISTICAL INSTITUTE
SQC & OR Unit, Hyderabad**

**MS in Quality Management Science : 2014 - 2016
III SEMESTER : MID-TERM EXAMINATION**

Subject : Quality Assurance

Date : 28.08.2015 (Friday)

Duration : 2 hrs

Max. Marks : 60

INSTRUCTIONS

This paper carries questions for 78 Marks. Answer as much as you can. But the maximum you can score is 60 Marks.

1. In the context of an IMS(ISO 9001/ISO 14001/OHSAS 18001) certified company, state whether the following statements are TRUE or FALSE. Give brief justification to your answer.

(12 x 3 = 36 Marks)

- a) Rectification of defective items is corrective action
- b) Maintaining quality records in the form of soft copies is permissible.
- c) QESH Objectives shall be measurable and time targeted.
- d) Top management liaises with the certification body.
- e) An employee's competence is determined by appropriate education, training and experience.
- f) Management has to determine legal requirements applicable to the product, irrespective of whether the customer insists on them or not.
- g) Incoming, Inprocess and Final inspection of the product are covered under Clause 8.2.4
- h) Work Instructions should preferably be made available or displayed in local language at the work spot.
- i) Labels, packing material or soft copies of operating instructions given by the customer for use or incorporation into the product can be considered as customer property.
- j) Measuring equipments shall be calibrated against measurement standards traceable to national or international measurement standards.
- k) Collection of customer feedback is mandatory.
- l) A consultant of a company can be MR(Management Representative)

2. Write short notes on any FOUR :

(4 x 6 = 24)

- a) Quality Plan with an example
- b) Mandatory records required for an ISO 9001 Certified organization
- c) QESH Objectives with at least two examples for each one of them
- d) List out statistical techniques applicable under different clauses of ISO 9001
- e) Legal requirements applicable under ISO 9001, ISO 14001 & OHSAS 18001 with two examples for each one of them
- f) Significant Environmental aspects
- g) Significant Hazards

3. Answer any THREE of the following questions.

Identify the applicable Standard (ISO 14001 or OHSAS 18001) and relevant Clause number with brief justification for the following NCs. Give suggestion to close the NC.

(3 x 6 = 18)

- a) Periodic checking and validating proper functioning is not carried out for the following equipments such as Fire extinguishers, Spark arresters, Smoke detectors, Emergency call bell etc.
- b) There is no system of waste control in the plant and colony. Rejected products, process waste, waste material from stores/despatch/maintenance, construction related waste, house hold waste and e-waste is found.
- c) Fire fighting trainings not conducted. Hydro pressure testing of Fire extinguishers not done. Potential emergencies have not been identified and mock drills not conducted.
- d) Aspect Impact assessment is not adequately done. Aspect Impact records do not cover several operations in production and stores.