

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

**MS in Quality Management Science : 2015 - 2017
III SEMESTER : MID-TERM EXAMINATION**

Subject : Quality Assurance

Date : 10.09.2016 (Saturday)

Duration : 2 hrs

Max. Marks : 85

Reference Standards : ISO 9000:2015, ISO 9004:2009, ISO 9001:2015, ISO 14001:2015 & IS 18001:2007

This paper carries questions for 95 Marks. Answer as much as you can. But the maximum you can score is 85 Marks.

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

(15 x 3 = 45 Marks)

- 1) Rectification of defective items is corrective action
- 2) Appointment of MR is mandatory under IS 18001
- 3) The composition of Interested parties can differ significantly over time.
- 4) Documents are revised but records are not revised.
- 5) Appointment of MR is mandatory under ISO 9001
- 6) Every nonconformity is a defect
- 7) Departmental heads are responsible to ensure that the resources required for EMS are available.
- 8) Employees shall be aware of the significant environmental aspects related to their work.
- 9) Under IS 18001, top management liaises with the certification body.
- 10) An employee's competence is determined by appropriate education and experience.

- 11) Management has to determine legal requirements applicable to the product, only if the customer insists on them.
- 12) Incoming, Inprocess and Final inspection of the product are covered under Clause 8.6
- 13) Work Instructions should preferably be made available in English at the work spot.
- 14) 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.
- 15) Collection of customer feedback is mandatory.

II. Write short notes on any FIVE :

(5 x 10 = 50)

- 1) QESH Objectives with at least two examples for each one of them
- 2) The roles of auditor, guide and observer in conducting audits.
- 3) Incident with examples
- 4) Legal requirements applicable under ISO 14001 & OHSAS 18001 with three examples for each one of them
- 5) Environmental aspects
- 6) Give two formulae for significant hazard
- 7) Emergency preparedness under OH&S with examples.

-o0o-