

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

**MS in Quality Management Science : 2017 - 2019
III SEMESTER : MID-TERM EXAMINATION**

Subject : Quality Assurance

Date : 15.09.2018 (Saturday)

Duration : 2 hrs

Max. Marks : 70

Reference Standards : ISO 9000:2015, ISO 9004:2009, ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018

This paper carries questions for 85 Marks. Answer as much as you can. But the maximum you can score is 70 Marks.

- I. In the context of an IMS (ISO 9001/ISO 14001/ISO 45001) certified company, state whether the following statements are TRUE or FALSE. Give brief justification to your answer.

(9 x 3 = 27 Marks)

- a) Corrective action of service deals with prevention of occurrence of nonconformities.
- b) Every nonconformity is a defect
- c) External origin documents such as Drawings, Specifications etc shall be controlled too.
- d) In a EMS implementing organization the competence of an employee is determined by the skills, appropriate education, training or experience.
- e) In a QMS implementing organization the selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process
- f) The changes in environmental aspects shall be reviewed at planned intervals by the top management.
- g) Top management shall ensure that the focus on enhancing customer satisfaction is maintained.
- h) A retailer can be considered as a customer
- i) Legal advice given by a lawyer can be considered as an object

II. Write short notes on any FOUR :

(4 x 6 = 24)

- a) ISO 9001 clauses relevant to production, stores and despatch functions along with the applicable statistical techniques.
- b) Environmental aspects and impacts applicable to cooking activity.
- c) Personal protective equipments(PPEs).
- d) Quality Objectives with examples for Marketing & QC functions.
- e) Global warming and potential environmental impacts.

III. Answer any THREE.

(3 x 7 = 21)

In the context of an IMS (ISO 9001 / ISO 14001 / ISO 45001) company read the following audit observation and state whether it is an NC or not. Identify the applicable ISO standard and relevant Clause / sub-clause. Give brief justification to your answer.

- a) Vernier calliper No. ABC/QC/VC No.1 is found to be out-of-calibration, but due for recalibration in the next 14 days. This equipment is re-calibrated within one day using inhouse resources and put to usage. However this equipment is sent for calibration after the due date, as per schedule.
- b) The labels supplied by the customer are found to be damaged in stores. Hence the company has discontinued the usage of these labels.
- c) The environmental aspects have been identified at different levels and functions of the organization. The organization is also maintaining the documented information on the environmental aspects.
- d) Top management shall ensure that the resources needed for the environmental management system are available.