



UTHM

Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2015/2016**

COURSE NAME : TOTAL QUALITY MANAGEMENT
COURSE CODE : BPB 20803
PROGRAMME : 3 BPB
EXAMINATION DATE : DECEMBER 2015 / JANUARY 2016
DURATION : 2 HOURS AND 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS
ATTACH A GRAPH PAPER
WITH YOUR ANSWER BOOKLET

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

Q1 Common defects for a project undertaken by company YY are investigated through direct observation and from the quality data provided by the company.

Table Q1 display the data received from the investigation

Table Q1: Cause factor data

Cause Factor	Unit cost	Number of occurrences per year
Violations	5000	2
Communication errors	185	80
Over Staffing	240	60
Failed Clearance	1500	36
Cross contamination	12000	1

- (a) Tabulate the cause factor with their cost contribution. (10 marks)
- (b) Draw Pareto chart based on your answer in **Q1(a)**. (10 marks)
- (c) Identify the major cause for quality related problems. (5 marks)

- Q2**
- (a) Illustrate the process flow of the ISO 9001 quality management system implementation in an organization. (21 marks)
 - (b) Explain **FOUR (4)** factors that contributed to the effectiveness of implementing ISO 9000. (4 marks)

- Q3**
- (a) Explain **TWO (2)** purposes of quality inspection. (5 marks)
 - (b) Discuss **FIVE (5)** types of quality inspection methods. (20 marks)

Q4 Figure Q4 is a control chart of a production line.

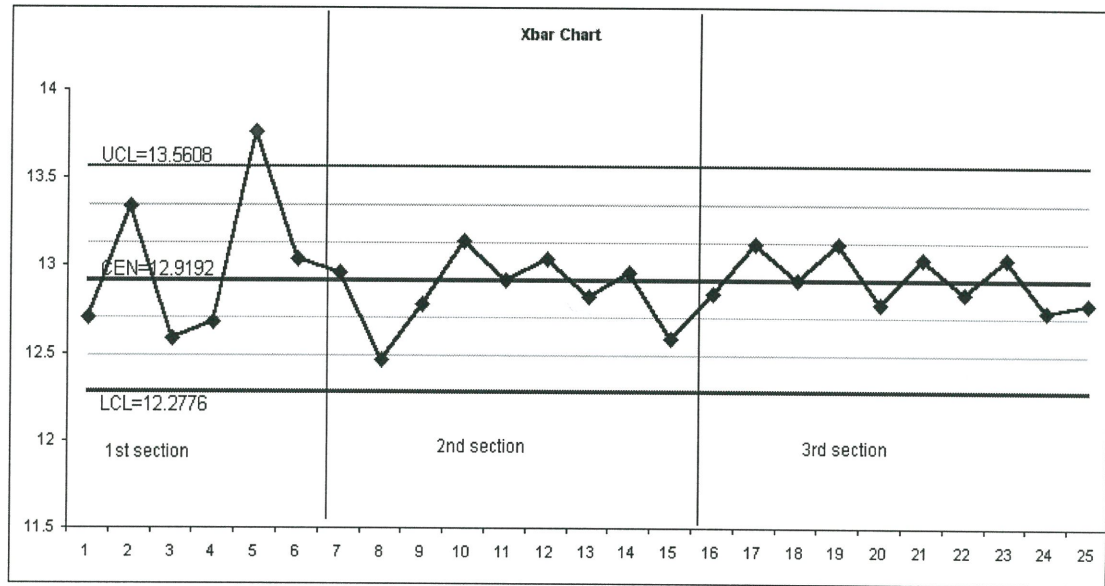


Figure Q4: Control Chart

(a) Analyse **Figure Q4** chart according each individual section.

(15 marks)

(b) Explain what really happen during the production activity based on your answer in **Q4(a)**.

(10 marks)

-END OF QUESTIONS-