

# Cork Institute of Technology

## Bachelor of Science in Food Science & Technology - Award

(NFQ Level 7)

Autumn 2007

### **Quality Management Systems**

(Time: 3 Hours)

Answer a total of FIVE questions.  
Answer TWO questions from Section A  
Answer THREE questions from Section B

Examiners: Dr. T. Beresford  
Ms. A. Murphy  
Ms. A. Ward

### Section A

- Q1. ISO9001:2000 is a quality management (QMS) standard that adopts a process approach and focuses on quality improvement in a quality management system. Discuss this statement. (20 marks)
- Q2. Write short notes on TWO of the following:
- (i) Benchmarking
  - (ii) Statistical Process Control (SPC)
  - (iii) Teamwork for quality
  - (iv) Quality Function Deployment (QFD) (20 marks)
- Q3. An important factor in successfully establishing a Quality Management System is understanding the business. Discuss this statement under the following headings:
- (i) Functional Analysis
  - (ii) Customer requirements
  - (iii) Quality Costs (20 marks)

## Section B

- Q4. (a) The following is a list of specifications for a computer currently available in the marketplace. Describe in detail **three** of the following specifications:
- (i) Intel Core 2 Duo Processor (2.13GHz, 1066Mhz FSB)
  - (ii) 320GB Hard Drive
  - (iii) DVD RW
  - (iv) 1024MB RAM (667 MHz)
- (6 marks)
- (b) Describe what is meant by a SWOT analysis in relation to marketing.
- (6 marks)
- (c) Discuss in detail, with the aid of a diagram, the relationship between demand and supply in the marketplace. Outline the main factors that can cause a fluctuation in this relationship.
- (8 marks)
- Q5. (a) Discuss the functions of an operating system in a computer and outline the main classifications of operating systems available on modern computers.
- (6 marks)
- (b) Discuss the merits and drawbacks of a limited company as a trading entity.
- (6 marks)
- (c) Write a brief note on **two** of the following in relation to consumer protection in the marketplace.
- (i) Consumer Information Act 1978
  - (ii) Sale of Goods and Supply of Services Act 1980
  - (iii) Minimum Wage Act 2000
- (8 marks)

- Q6. (a) Discuss the role of a laboratory information management system (LIMS) in a research laboratory of a modern food or pharmaceutical company.  
(6 marks)
- (b) Distinguish between batch production and job production. Give examples of products produced by each method.  
(6 marks)
- (c) Describe briefly the main stages involved in the development of a new product in the market place.  
(8 marks)
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- Q7. (a) Discuss the main forms of protectionism that exist in world trade which inhibit the free movement of goods.  
(8 marks)
- (b) Outline the reasons why a number of small businesses succeed in Ireland's competitive marketplace today.  
(6 marks)
- (c) Discuss the main requirements for medium term sources of finance in a business. List the main sources of medium term finance for a business.  
(6 marks)