

CORK INSTITUTE OF TECHNOLOGY
INSTITIÚID TEICNEOLAÍOCHTA CHORCAÍ

Autumn Examinations 2010/2011

Module Title: Quality Management Systems I: (CA)

Module Code: BIOT6005

School: Biological Science

Programme Title: Bachelor of Science in Applied Bioscience & Biotechnology – Year 2
 Bachelor of Science in Agriculture – Year 3
 Bachelor of Science (Honours) in Pharmaceutical Biotechnology – Year 2
 Bachelor of Science (Honours) in Nutrition & Health Science – Year 2

Programme Code: **SBIOS_7_Y2**
 BAGRI_7_Y3
 SPHBI_8_Y2
 SNHSC_8_Y2

External Examiner(s): Dr Alison Gallagher, Dr Jerry Bird, Dr Anne Nelson

Internal Examiner(s): Ms Anne Ward

Instructions: **Answer TWO questions from SECTION A and TWO questions from SECTION B only.**

Duration: 2 Hours

Sitting: Autumn 2011

Requirements for this examination:

Note to Candidates: Please check the Programme Title and the Module Title to ensure that you have received the correct examination paper.
If in doubt please contact an Invigilator.

SECTION A

- Q1. (a) List the seven basic stages of the design process. (6 marks)
- (b) Define each of the following:
- (i) Quality of Design (5 marks)
 - (ii) Quality of Conformance (5 marks)
- (c) What is a design review (3 marks)
- (d) Define each of the following:
- (i) Internal Design Review (3 marks)
 - (ii) External Design Review (3 marks)
- (25 Marks)
-
- Q2. (a) What is benchmarking? (5 marks)
- (b) What are the benefits of benchmarking in a quality organisation? (5 marks)
- (c) List three areas of an organisation that can be benchmarked (5 marks)
- (d) Write a brief overview of the operation of quality circles in quality improvement.
- (10 marks)
- (25 Marks)
-
- Q3. (a) What is a process? (5 marks)
- (b) Distinguish between external and internal customers (5 marks)
- (c) Outline the application of functional analysis to any key department in an organisation.
- (10 marks)
- (d) List any TWO types of Quality Improvement Teams (5 marks)
- (25 Marks)

SECTION B

- Q4. (a) Define each of the following quality cost categories:
- (i) Cost of Conformance (COC) (5 marks)
 - (ii) Cost of Non-Conformance (CONC) (5 marks)
- (b) List TWO examples of COC and CONC (5 marks)
- (c) Explain both the traditional and modern economic models of quality of conformance. (10 marks)
- (25 Marks)
-
- Q5. (a) Write a brief summary of the main characteristics of a recall procedure (10 marks)
- (b) Outline the main elements of a typical customer complaints system. (15 marks)
- (25 Marks)
-
- Q6. Write a short essay on product liability legislation. Comment on the importance of product liability prevention programs in industry. (25 marks)