

### **1. Give the ISO 9000 Series of Standards?**

- ISO 9000, “Quality Management and Quality Assurance Standards Guidelines for Selection and Use”.
- ISO 9001, “Quality Systems — Model for Quality Assurance in Design, Development, Production, Installation & Servicing”.
- ISO 9002, “Quality Systems — “Model for Quality Assurance in Production, Installation & Servicing”.
- ISO 9003, “Quality Systems — “Model for Quality Assurance in Final Inspection and Test”.
- ISO 9004-1, “Quality Management and Quality System Elements — Guidelines”.

### **2. What is the need for ISO 9000?**

ISO 9000 is needed to unify the quality terms and definitions used by Industrialized nations and use terms to demonstrate a supplier’s capability of controlling its processes.

### **3. Give some other quality systems?**

- i. QS-9000
- ii. TE-9000
- iii. AS9000

### **4. Give the objectives of the internal audit?**

- a) Determine the actual performance conforms to the documented quality systems.
- b) Initiate corrective action activities in response to deficiencies.
- c) Follow up on noncompliance items of previous audits.
- d) Provide continued improvement in the system through feedback to management.
- e) Cause the auditee to think about the process, thereby creating possible improvements.

### **5. What are the requirements of ISO 14001?**

- i. General requirements
- ii. Environmental policy
- iii. Planning
- iv. Implementation and operation
- v. Checking and corrective action
- vi. Management review

### **6. What are the benefits of ISO 14000?**

#### **a. Global**

- Facilitate trade and remove trade barriers
- Improve environmental performance of planet earth
- Build consensus that there is a need for environment management and a common terminology for EMS.

#### **b. Organizational**

- Assuring customers of a commitment to environmental management
- Meeting customer requirements
- Maintaining a good public / community relations image

- Satisfying investor criteria and improving access to capital
- Obtaining insurance at reasonable cost

**7. What are the four elements for the checking & corrective action of ISO 14001?**

- Monitoring and measuring
- Nonconformance and corrective and preventative action
- Records
- EMS audit

**8. What are the seven elements for the implementation & operations of ISO 14001?**

- Structure and responsibility
- Training, awareness and competency
- Communication
- EMS documentation
- Documentation control
- Operational control
- Emergency preparedness and response

**9. What are the four elements for the planning of ISO 14001?**

- Environmental aspects
- Legal and other requirements
- Objectives and targets
- Environmental Management Programs

**10. Give the types of Organizational Evaluation Standards?**

- Environmental Management System
- Environmental Auditing
- Environmental Performance Evaluation

**11. Give the types of Product Evaluation Standards?**

- Environmental Aspects in Product Standards
- Environmental Labeling
- Life-Cycle Assessment

**12. Define Quality Audits?**

Quality Audits examine the elements of a quality management system in order to evaluate how well these elements comply with quality system requirements.

**13. Analyze TQM?**

Total = Made up of the whole.

Quality = Degree of excellence a product or service provides. Management = Act, art or manner of handling, controlling, directing etc.

**14. What are the benefits of ISO?**

- Fewer on-site audit by customers. Increased market share.
- Improved quality, both internally and externally.

- iii. Improve product and service quality levels from suppliers. Greater awareness of quality by employees.
- iv. A documented formal systems. Reduced operating costs.

**15. What are the methods of actual audit?**

- i. Examination of documents
- ii. Observation of activities
- iii. Interviews

**16. What are the requirements of ISO 14001?**

The requirements of ISO 14001 are

- i. General requirements
- ii. Environmental policy
- iii. Planning
- iv. Implementation and operation
- v. Checking and corrective action
- vi. Management review

**17. What are the four elements for the checking & corrective action of ISO 14001?**

- a) Monitoring and measuring
- b) Nonconformance and corrective and preventative action
- c) Records
- d) EMS audit

**18. What are the seven elements for the implementation & operations of ISO 14001?**

- a) Structure and responsibility
- b) Training, awareness and competency
- c) Communication
- d) EMS documentation
- e) Documentation control
- f) Operational control
- g) Emergency preparedness and response

**19. What are the benefits of ISO?**

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**PART B**

1. Why do we need a Quality system? Explain?
2. Explain briefly about ISO 9000 Series of standards.
3. What are clauses in ISO 9001? Explain briefly
4. What do you mean by documentation? Explain the Documentation Hierarchy.
5. What do you mean by quality audit? Explain the types of audit.
6. Explain the concepts of ISO 14000.
7. What are the benefits of ISO 14000?