

# QUALITY CONTROL

## Final Exam

The Final Exam is designed to reinforce your understanding of the lesson material. Please submit your completed case study exam to the instructor via email.

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You have been assigned to the position of Global Quality Control Manager for your company

### Part I

1. Briefly describe your company and industry
  2. Who are your top customers?
  3. What product or service does your company provide/sell?
  4. List the top 5 product / service features that your customers value?
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### Part II

You have been asked to develop a quality program for your company.

1. What key questions would you ask your customer on a Voice of the Customer survey?
  2. What independent and dependent process variables influence the value or acceptability of your product or service?
  3. How would you measure and control these process variables?
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### Part III

You have been asked to define the statistics for assessing the key process variables.

1. Generate hypothetical data for the process variables in Part II
2. What is the average (mean) for the data?
3. Are there any upper or lower control limits for these variables, and why?
4. Show 2 quality control tools (scatter plot, etc) using the above data

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#### **Part IV**

You have been asked to make a recommendation whether to use an industry recognized quality control technique

1. Would you recommend Six Sigma, TQM, or Lean for your company?
2. Why?