

What is a Quality Management System?

Worksheet

A QMS is a formalized set of processes, procedures, and controls designed to deliver quality outputs. ISO 9001 is the international standard defining how to build and maintain a QMS.

Questions

1. ISO 9001 is
 - A) a software tool
 - B) an international quality standard
 - C) a training program
 - D) a type of product
2. PDCA stands for
 - A) Produce-Deliver-Calculate-Audit
 - B) Plan-Do-Check-Act
 - C) Price-Design-Cost-Adjust
 - D) Process-Document-Control-Analyze
3. A QMS primarily aims to
 - A) cut costs
 - B) ensure consistency and quality
 - C) increase sales
 - D) replace workers
4. Which is a QMS benefit?
 - A) fewer processes
 - B) higher costs
 - C) improved customer trust
 - D) slower production
5. A restaurant implements ISO 9001. What does this involve?
6. A software company adopts QMS principles. How?
7. A manufacturer wants ISO 9001 certification. Process?
8. Define: What does QMS stand for?
9. Define: What is ISO 9001?
10. Define: What are the four stages of PDCA?

Answer Key

1. B) an international quality standard - ISO 9001 is the globally recognized standard for quality management systems.
2. B) Plan-Do-Check-Act - PDCA is the continuous improvement cycle: Plan, Do, Check, Act.
3. B) ensure consistency and quality - QMS focuses on consistency, error reduction, and meeting customer expectations.
4. C) improved customer trust - A well-run QMS builds credibility with customers, partners, and regulators.
5. Plan: Document food safety procedures, staffing roles, inventory controls. Do: Train staff, follow standard recipes, check supplier quality. Check: Audit cleanliness, measure customer satisfaction, track complaints. Act: Fix violations, retrain staff, update recipes. Result: Consistent quality, fewer health violations, repeat customers.
6. Plan: Define code review, testing, release procedures. Do: Code commits, automated testing, staged rollouts. Check: Bug reports, performance metrics, user feedback. Act: Fix bugs, optimize code, update guidelines. Result: Faster releases, fewer production issues, happier clients.
7. Plan: Map all production processes, define quality criteria. Do: Implement controls, train workers, document everything. Check: Audit procedures, test products, track metrics. Act: Fix non-conformances, improve efficiency. Result: Certification audit passes; cost savings and market trust.
8. Quality Management System - the organized framework for quality processes and continuous improvement.
9. The international standard for quality management systems, specifying how organizations should design and improve processes.
10. Plan (design), Do (implement), Check (measure), Act (improve) - a continuous cycle.

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