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DEPARTMENT OF AEROSPACE ENGINEERING
19MEE304 Total Quality Management

Unit -5

Two Mark Question and Answers

1. **Why is ISO 9000 important?**

   ISO 9000 ensures consistent quality in products and services by standardizing processes across industries.

2. **What is the purpose of quality management systems (QMS)?**

   To improve efficiency, meet customer expectations, and comply with regulatory requirements.

3. **What is ISO 9001:2015?**

   ISO 9001:2015 is an international standard that defines the requirements for a quality management system (QMS).

4. **List two key principles of ISO 9001:2015.**

   o *Customer focus*

   o *Continuous improvement*

5. **What are the key elements of a quality system?**

   o *Quality policy*

   o *Process control*

   o *Risk management*

   o *Continuous improvement*

6. **Why is documentation important in a quality management system?**

   It ensures consistency, compliance, and traceability in processes.

7. **What is quality auditing?**

   Quality auditing is a systematic examination of a quality management system to ensure compliance with standards.

8. **Mention two types of quality audits.**

   o *Internal audit*

   o *External audit*

9. **What is the main objective of a quality audit?**

   To verify compliance with quality standards and identify areas for improvement.

10. **What is QS 9000?**

    QS 9000 was a quality standard developed for the automotive industry based on ISO 9001.

11. **Which organizations developed QS 9000?**

    It was developed by Chrysler, Ford, and General Motors (GM).

12. **What is BS-OHSAS 18001:2007?**

    It was an occupational health and safety management system standard, later replaced by ISO 45001.

13. **Why was OHSAS 18001 replaced by ISO 45001?**

    ISO 45001 introduced a risk-based approach and better integration with other ISO management systems.

14. **What is ISO 20000?**

    ISO 20000 is an international standard for IT service management (ITSM).

15. **What is ISO 22000?**

    ISO 22000 is a food safety management system standard ensuring safe food production and handling.

16. **What is IATF 16949:2016?**

    It is a global quality management standard for the automotive industry, replacing QS 9000.

17. **Which organization manages IATF 16949?**

    The International Automotive Task Force (IATF).

18. **What is ISO 14001:2015?**

    ISO 14001:2015 is an international standard for environmental management systems (EMS).

19. **Mention two benefits of ISO 14001:2015.**

- *Reduces environmental impact*
- *Ensures legal compliance with environmental regulations*

20. **How does ISO 14001:2015 help industries?**

    It helps businesses implement sustainable practices and reduce waste.

21. **What is AS9100?**

    AS9100 is a quality management standard for the aerospace and defense industries.

22. **Who developed AS9100?**

    The International Aerospace Quality Group (IAQG).

23. **What are two key requirements of AS9100?**

- *Risk management in product design and manufacturing*
- *Traceability of aerospace components*

24. **Mention two benefits of AS9100 certification.**

- *Improved reliability and safety of aerospace products*
- *Enhanced supplier quality management*

25. **Give an industrial example of AS9100 implementation.**

    Boeing uses AS9100 to ensure strict quality control in aircraft manufacturing.