**Lean Engineering / Lean Management Postgraduate Programme**

**FINAL EXAM TOPICS**

**2024**

Quality Management Systems

1. Describe the evolution of quality management systems.
2. Describe the principles and structure of the ISO 9001 standard.
3. Describe the process of setting up a quality management system in compliance with ISO 9001 and the documentation system supporting its operation.
4. Describe the audit process of the quality management system.
5. Briefly describe the component systems of the integrated management system.
6. Describe the concept, elements and principles of Total Quality Management (TQM).
7. Briefly describe the following quality improvement techniques (data collection sheet, Pareto chart, ABC/XYZ analysis). Which of them should be used when?
8. Briefly describe the following quality improvement techniques (histogram, control card). Which ones should be used and when?
9. Briefly describe the following quality improvement tools: correlation chart, trend chart, and flow chart.
10. Describe the importance of intellectual tools. Describe the essence of teamwork using methods based on the principles of brainstorming.
11. Analyse a model for change management. Give an example of how you have applied (or could apply) one of the models.