

36  
14

1)

b) 1) Analyze the leak location and identify the potential cause of the failure

2) A leaking battery should not be used and should be properly disposed of according to safety guideline

5

3) manufacturing processes to identify and address any potential issues that could lead to leaks

c)

1) supervisor

2) operator

3) maintenance

2)

a) Quality Management System

b) • Qms includes Quality Control planning,

Quality Control, quality assurance, and quality improvement

• Qms includes a continuous flow of feedback to drive continuous improvement

• Qms includes a system to regularly review performance and identify areas for improvement

5

(2)

3)

a) Identify where it sits within your existing processes, document clear procedures for its implementation, train employees on the new ~~practice~~ practice, monitor its effectiveness through data collection, and continuously ~~review~~ review and ~~improve~~ improve the ~~process~~ process based on feedback

b) be transparent about the reasons for the change, provide clear and concise information about what's changing, use the appropriate communication channels, proactively address potential ~~concerns~~ concerns, and actively listen to feedback from both parties: ensuring open and timely dialogue throughout the process

(5)

4)

a) 1) Listen to the Complaint.

2) Record details of the Complaint

3) Greet all the facts

4) Discuss options for fixing the problem

5) Act quickly

6) Keep your promises

7) follow up

b) 1) Identify hazards

2) Assess the risks

3) Control the risks

4) Record your findings

5) Review the controls

c) identify the root cause, implement targeted solutions addressing that root cause, establish monitoring systems to detect early signs of reoccurrence, and proactively take corrective actions based on the findings.

d) • clause 4.3 :- Scope of the QMS

• clause 4.4.2 :- General description of relevant interested parties, QMS scope including boundaries

• clause 5.2 :- Quality policy

• clause 6.2 :- Quality objectives and plans

• clause 8.4.1 :- procedures for control of externally provided processes.

• clause 8.7.1 :- process for control of non-conforming products and services

• clause 10.2.1 :- process for nonconformity and corrective action management



E.I.O - 1582

5)

a) is a key supplier for critical material faces a shortage, the procurement department is typically responsible for addressing the issue by exploring alternative suppliers, negotiating delivery terms, and finding solutions to mitigate the impact on production and operations

- Quality control
- Engineering
- Supply chain management

6)

a) it is the responsibility of QA/QC personnel to identify the non-conforming material immediately after inspection and notifying to the concerned personnel (production/store) storekeeper is responsible for segregating, where possible and following with the concerned supplier or procurement for disposition action

⑥

b) To verify if similar material from a supplier has been used in previous batches, you need to access your ~~inner~~ inventory management system and compare the batch numbers of the current material delivery with past deliveries ~~from the same supplier from the same supplier~~ looking for matching batch numbers or other identifying codes that indicate the material is from the same source this can usually be done by searching for ~~be done by~~ the suppliers information within the system and reviewing the batch details associated with previous purchases

⑥

(7)

7)

a)

To identify alternative components or materials you need to thoroughly understand the original components specifications, including its function, size electrical ratings and compatibility with your system, then search for similar ~~compatibility~~ components from different manufacturers ~~from~~ or distributors checking for comparable performance while considering factors like cost, availability, and lifecycle status

(3)

Choose the correct answers

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8

~~1~~ (b)

② (e)

~~3~~ (a)

④ (a)

2