

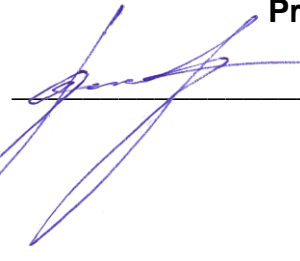


Global Project  
**Youth Creative Movement**  
**"QUALITY RELAY RACE"**

---

**APPROVED**

Chairman of Competition  
International Jury,  
President of International Quality  
Professionals Guild

  
\_\_\_\_\_ Dr. Serafinas D.

**METHODICAL MATERIALS**  
**for the VI International Competition**  
**on management for youth**

(2019)

**1. General conditions**

1.1. The Competition on management at all levels is carried out in the context of the nominations, which are defined in the Regulations of the VI International competition on management for youth.

1.2. Competitions are held separately for each nomination.

1.3. Finalists, Laureate and Winners are determined in each nomination.

1.4. The Finalists of the individual competition becomes participants, who received from 60% to 69% of the possible points. The Laureates of the individual competitions becomes participants, who received from 70% to 79% of the possible points. The Winners of the individual competitions become participants, who received not less than 80% of the possible points.

1.5 Team competitions are held according to the cup system. The Winner is the team that wins in the finals of the competition, the Laureate - the participants of the semi-finals, have not become the Winner.

1.6. Representatives of the universities (organizations) and of countries may propose to the Expert Council of the Competition International Jury additional types of competitions. E-mail of Expert Council – [osp@uaq.org.ua](mailto:osp@uaq.org.ua)

## **2. Individual competition**

### **2.1. Individual competition for participants below the age of 18 years**

2.1.1. Individual competition for participants below the age of 18 years are carried out in writing in the form of 20 simple tests with 4th choice questions. Every correct answer is estimated at 2 points. Questions are relating to the best practices and methods of management. In Appendix - Example 1.

### **2.2. Individual competition for participants aged between 18 and 35 years**

2.2.1. Individual competition for members between the ages of 18 and 35 may include written and oral parts.

2.2.2. The written part may include several types of questions.

2.2.3. The first type of questions - simple test 4-5 choice questions, each correct answer to them is estimated at 2 points. In Appendix - Example 2.

2.2.4. The second type of question requires a written response to the evaluation of a situation, or the interpretation of the specific features of the respective management system. Answers to these questions are evaluated expertly (6 points each). In Appendix - Example 3.

2.2.5. The third type is a logical question. Each question consists of two statements relating to the activities of some previously described organization. Participant must evaluate the validity of each of these statements, as well as a logical link between these statements. Possible answers to the logical question are:

a) *Both statements are correct, and the second statement is an explanation the first one*

b) *Both statements are correct, but the second statement is not an explanation of the first one*

c) *The first statement is correct and the second statement is not correct*

d) *The first statement is not correct and the second statement is correct*

e) *Both statements are not correct*

For each correct answer to the logical question is given 6 points. In Appendix - Example 4.

2.2.6. The fourth type of questions is the task at statistical methods of management. For the correct answer to each task is given 6 points. In Appendix - Example 5.

2.2.3. The oral part of the competition includes questions that a participant answer with no preparation. These questions relate to the interpretation of the relevant features of the management system, analysis of the situation at the enterprise, or the results of the audit. Answers are evaluated based on the correctness of the response, behavior of the candidate at the time of entry and exit from the audience, verbal and nonverbal behavior during answers to questions, timelessness, and the look of the participant. In Appendix - Example 6.

### 3. Team competition.

#### 3.1. Team competition for participants below the age of 18 years

3.1.1. Team competition for participants below the age of 18 years is a quiz for teams. The questions in the quiz are the same simple tests, as described in Sec. 2.1.1.

3.2.1. The competition between the teams held in a form appropriate to the format of the game, "How to Be a Millionaire".

#### 3.2. Team competition for participants with aged between 18 and 35 years

3.2.1. In the team competition involved teams of faculties, departments, universities, companies, teams, etc. These competitions consist of several parts (Greeting, Warm up, Moderation, Homework, and Musical competition). In this competition are expertly evaluated not only knowledge of management, but also elements of humor and artistry of participants.

3.4.2. **Greeting** is a short, 3 minutes, team presentation, information about what activities are engaged in the management of its participants and what progress achieved.

3.4.3. **Warm up** constituted a response to questions from the field of management that the team asked each other. Estimated interesting questions, correct and complete answers, as well as the elements of humor.

3.4.4. **Moderation** is a group solution of some problem. Teams have to solve it under the direction of selected moderators, to issue a decision in the form of presentations and make a report on the decision within 10 minutes. It evaluates the quality of team work, the correct solution of the problem, the quality of visual aids design, verbal and non-verbal behavior of the speaker, his sense of time.

3.4.5. **Homework** is a description of a problem or the method of management, played in clear form as a small representation to 10 minutes.

3.4.6. **Musical competition** is like **Homework**, but it uses the music and songs.

3.4.7. In the presence of a large number of teams' competitions are held according to the cup system with elimination.

## **EXAMPLES**

### **Example 1.**

#### **A simple test at best practices and methods of management.**

**Question.** *Which of the above methods cannot reduce the resistance to change in the company?*

- a) *open discussion of ideas and events;*
- b) *compulsory implementation of the decision, accompanied by an active demonstration of power and suppression initiatives subordinates;*
- c) *involvement of subordinates in decision-making, recognition of differences of opinion and a willingness to get acquainted with different points of view;*
- d) *creating an environment of free expression ratio of employees to innovations, potential problems, and changes;*
- e) *individual conversations and performances to the team.*

### **Example 2.**

#### **A simple test for quality management systems.**

**Situation.**

**The organization, when creating the QMS, defined and described the processes of employees' activity in each division. Is this a sign of the application of the process approach in the QMS?**

- a. *yes, but it's not enough*
- b. *yes, and that's enough*
- c. *no, this is not a sign that the process approach is embedded in the QMS*
- d. *no, because It is also necessary to determine the owners of these processes*

### **Example 3.**

#### **Question for quality management systems, assuming written response.**

**Situation.**

**During the internal audit, it was found that the initial assessment of suppliers conducted at well-established procedure with the tendering procedure, but the re-evaluation is not conducted.**

**Question.**

**Which section of the ISO 9001:2015 refers the situation and whether there is evidence of non-compliance? Explain your point of view.**

## **Example 4.**

### **The logical question for environmental management systems.**

#### **Situation.**

**Construction company "Precarious cliff" on the hilly banks of the Dnieper builds 15-storey building. Construction was carried out according to the approved project at the 7-storey building.**

**The company has not been able to confirm the 15 floors building in connection with the active landslide processes on the right bank of the Dnieper. However, customers were interested in improving of the territory use efficiency and insisted on changing of the original project.**

#### **Statements.**

- 1. The company "Precarious cliff", which declares conformity of its environmental management system ISO 14001, was not obliged to register a change of the project in due course.**

#### **Because**

- 2. While ISO 14001 and require the revision of the objectives of its activities take into account the significant environmental aspects, legal and other requirements, satisfaction of direct consumers to be above all that justifies the actions of the company "Precarious cliff"**

#### **Variants of answers:**

- a) Both statements are correct, and the second statement is an explanation the first one
- b) Both statements are correct, but the second statement is not an explanation of the first one
- c) The first statement is correct and the second statement is not correct
- d) The first statement is not correct and the second statement is correct
- e) Both statements are not correct

## **Example 5.**

### **The task at statistical methods of management.**

#### **Question.**

**If with the probability  $p = 10\%$  delivery is incomplete and with probability  $p = 15\%$  delivery will arrive late, what is the probability for the full and timely delivery?**

- a) about 90 %
- b) about 50 %
- c) about 10 %
- d) about 80 %

**Example 6.**  
**Oral question for the management system  
of occupational health and safety.**

**Question.**

*By what means the organization should demonstrate its responsibility on health and safety?*

**Head of Expert Council**



**Yurii Kabakov**