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MGT510

Total Quality Management (alt.
code=MGMT510)

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MGT-MGMT 510- Total Quality Management

Composed By Faheem Saqib

A Mega File of MiD Term Papers & Quizzes

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MIDTERM EXAMINATION

Spring 2009

MGT510- Total Quality Management (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

How can the quality be computed?

Quality = Expectation/Performance

Quality = Performance/ Expectation

Quality = Performance+Expectation

Quality = Performance-Expectation

Question No: 2 (Marks: 1) - Please choose one

Should you forget the problem once solved?

No, it might go wrong again

No, there might still be ways to improve it

Yes, and move on to the next problem

Yes, and concentrate on maximizing production

Question No: 3 (Marks: 1) - Please choose one

Which of the following refers that managers are not responsible for execution of work, but responsible for how the work is done?

Operations management

Quality management

Scientific management

Bureaucratic management

Question No: 4 (Marks: 1) - Please choose one

The customer value strategy includes all of the following EXCEPT:

Product characteristics

Faster delivery

Support services

Attributes

Question No: 5 (Marks: 1) - Please choose one

Who was the key internal stakeholder in the old paradigm?

One's boss

One's supplier

One's customer

One's associates

Question No: 6 (Marks: 1) - Please choose one

Which of the following is the correct sequence of an organization's supply chain?

Transformation process, delivery to customers, acquisition of resources

Transformation process, acquisition of resources, delivery to customers

Delivery to customers, acquisition of resources, transformation process

Acquisition of resources, transformation process, delivery to customers

Question No: 7 (Marks: 1) - Please choose one

According to "Total Quality" view, the term "quality" refers to which of the following?

Exceeding customer needs and satisfying customer expectations

Satisfying customer needs and exceeding customer expectations

Catering customer needs only

Handling customer expectations only

Question No: 8 (Marks: 1) - Please choose one

What is the focus of total quality approach?

Long-term profits and continuous improvement

Short-term profits and irregular improvement

Long-term profits and irregular improvement

Short-term profits and continuous improvement

Question No: 9 (Marks: 1) - Please choose one

What is continuous improvement?

A large-scale system for reliable supply of large amounts of uninterrupted power

A future-oriented perspective where foundation decisions are made based on analysis

Used in the broad sense to mean placing data and metadata in a product at one or more data sites

A part of the management, sustained, gradual change includes constancy of purpose

Question No: 10 (Marks: 1) - Please choose one

During 1990s, which of the following institutions began to pay increased attention to quality?

Education and health care only

Education, health care, and government

Health care and government only

Government and financial institutions only

Question No: 11 (Marks: 1) - Please choose one

What is the nature of total quality approach?

An organization-based system

A people-focused management system

A science-oriented process

A home-based system

Question No: 12 (Marks: 1) - Please choose one

What does the term process mean?

The guidance and control of action required to execute a program

The act of entering into or through something

A sequence of activities intended to achieve some results

The order in which details are placed in a piece of writing

Question No: 13 (Marks: 1) - Please choose one

Which of the following conditions is involved in the process for every major activity within an organization?

Every major activity mounts traditional organizational boundaries

Every major activity mounts modern organizational boundaries

Every major activity crosses modern organizational boundaries

Every major activity crosses traditional organizational boundaries

Question No: 14 (Marks: 1) - Please choose one

Which of the following most likely affects the reliability and maintenance

characteristics of a product or service?

Price

Design

Concept

Fabrication

Question No: 15 (Marks: 1) - Please choose one

What are the ideal values for which production strives?

Means

Tolerances

Targets

Measurements

Question No: 16 (Marks: 1) - Please choose one

How often must people think of continuous improvement?

Every week

Every minute

Every month

Every year

Question No: 17 (Marks: 1) - Please choose one

Which of the following is TRUE about quality?

Refers to the properties of the measurement such as precision, bias, detection limit, and other relevant measures

The aspect in which a thing is measurable in terms of greater, less, or equal or of

increasing or decreasing magnitude

Conformance to requirements and the totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs

The totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs

Question No: 18 (Marks: 1) - Please choose one

Which of the following refers to the consequences that detract from meeting one's needs?

Nonconformance

Conformance

Dissatisfiers

Sacrifices

Question No: 19 (Marks: 1) - Please choose one

Which of the following considers quality as a fit for use?

Producer's view

Customer's view

Wholesaler's view

Retailer's view

Question No: 20 (Marks: 1) - Please choose one

During which year was the quality viewed as a competitive opportunity?

1920s

1930s

1950s

1980s

Question No: 21 (Marks: 1) - Please choose one

According to Deming, chain reaction and profitability and improvement in quality leads to lower cost due to which of the following?

Less rework, fewer mistakes and fewer delays and snags

More rework, more mistakes and more delays and snags

More rework, more mistakes and fewer delays and snags

Fewer delays and snags, more mistakes and less rework

Question No: 22 (Marks: 1) - Please choose one

The quality gurus promoted guiding principles of total quality. What were their insights for quality?

Measurement, management, and improvement

Measurement, control and management

Management, planning, and improvement

Management, control, and improvement

Question No: 23 (Marks: 1) - Please choose one

When were the behavioral theories developed?

1930s

1940s

1950s

1960s

Question No: 24 (Marks: 1) - Please choose one

The emperor who awarded Juran, with ‘Order of the Sacred Treasure medal’ belonged to which country?

Norway

Jordon

Denmark

Japan

Question No: 25 (Marks: 1) - Please choose one

Which of the following quality leaders said that quality is free and conformance to customer requirements?

Armand Feigenbaum

W. Edwards Deming

Joseph Juran

Philip Crosby

Question No: 26 (Marks: 1) - Please choose one

Juran advocates a never-ending spiral of activities that includes all of the following EXCEPT:

Product development

Workers

Inspection and testing

Purchasing

Question No: 27 (Marks: 1) - Please choose one

In TQM, what does the acronym MBNQA stand for?

Malcolm Baldrige National Quality Award

Maslow Bloom National Quantity Award

Marybeth Bandit National Quality Award

Medicare Benefits National Quality Award

Question No: 28 (Marks: 1) - Please choose one

The EFQM Excellence Model refers its scoring methodology as RADAR. What does RADAR stand for?

Results, Approach, Deployment, Assessment and Review

Radio Detection and Ranging, Rights, Availability,
Distribution Analysis and
Reporting

Relevant, Appropriate, Distinctive, Achievable and Realistic

Research, Attitude, Delivery, Attitude and Relationships

Question No: 29 (Marks: 1) - Please choose one

Which of the following provides guidelines for audit ing quality management and/or environmental management systems?

ISO 19011

ISO 9004

ISO 9001

ISO 9000

Question No: 30 (Marks: 1) - Please choose one

Which of the following models does not reflect processes at a detailed level, but covers all the contents of the ISO Standard?

Model of a process-based quality management system

Product-based environmental management system

Product-based assurance model

The European Foundation Quality model

Question No: 31 (Marks: 5)

Juran defines quality as "fitness for use". Comment on this statement.

Question No: 32 (Marks: 10)

List down the principles of total quality. Explain continuous improvement and learning principle. (Marks=6+4)

Total Quality Management – MGT510

Quizzes session spring-2010

Solved by Tariq Mehmood

Note: Choices with marked * are verified answers 

Quiz no.1

Question # 1 of 15 (Start time: 11:02:05 PM) Total Marks: 1

In total quality perspective, quality planning, and strategic business planning are treated as which of the following?

Different

***Consistent**

Indistinguishable

Dissimilar

Question # 2 of 15 (Start time: 11:03:13 PM) Total Marks: 1

The marketing team of a company carried out a survey concerning expectations of the customers from the product. What should be the product development department of the company design?

***The product meeting requirements of the customers**

The product meeting requirements of the distributors

The product meeting requirements of the management

The product meeting requirements of the shareholders

Question # 3 of 15 (Start time: 11:04:29 PM) Total Marks: 1

Which of the following results in low costs?

***High productivity and high capacity utilization**

Low productivity and low capacity utilization

Low productivity and high capacity utilization

High productivity and low capacity utilization

Question # 4 of 15 (Start time: 11:05:35 PM) Total Marks: 1

Which of the following are generally easy to detect using statistical methods, and it is usually economical to remove them?

***Common causes**

Special causes

Implicit causes

Assignable causes

Question # 5 of 15 (Start time: 11:07:10 PM) Total Marks: 1

Which one of the following depicts feature, which is a dimension of quality?

Product looks and sounds

Brand name and price

Bells and whistles of the product

***Ability to repair a product**

Question # 6 of 15 (Start time: 11:08:37 PM) Total Marks: 1

During which century, the manufacturers began to include quality processes in quality practices?

17th century

18th century

19th century

***20th century**

Question # 7 of 15 (Start time: 11:09:47 PM) Total Marks: 1

Which of the following models has the viewpoint that change and learning are valued in themselves?

***Organism model**

Mechanistic model

Cultural model

Total Quality model

Question # 8 of 15 (Start time: 11:11:19 PM) Total Marks: 1

After the war, Deming was invited to which of the following countries?

Germany

***Japan**

France

China

Question # 9 of 15 (Start time: 11:12:46 PM) Total Marks: 1

Which of the following statements is TRUE for the organizations focusing problem-solving and continuous improvement?

Fail to emphasize error prevention and design quality

***Fail to focus on what is truly important to the customer**

Fail to identify the best times about the situation in the past

Fail to integrate all organizational functions

Question # 10 of 15 (Start time: 11:14:06 PM) Total Marks: 1

Quality applies to which aspect(s) of the organization?

Products only

Products and services

People and product

***Products, services, and people**

Question # 11 of 15 (Start time: 11:14:38 PM) Total Marks: 1

Which of the following statements holds true for quality assurance?

Top management's intention regarding quality

Functions determining implementation of the quality policy

***Actions to provide confidence of satisfying quality requirements**

Responsibilities and processes, which implement quality management

Question # 12 of 15 (Start time: 11:16:08 PM) Total Marks: 1

Which of the following models reflect horizontal processes beginning with suppliers and ending with customers?

Organism model

Mechanistic model

Cultural model

***Total Quality model**

Question # 13 of 15 (Start time: 11:17:14 PM) Total Marks: 1

Which of the following is concerned about quality for achievement of TQM?

The Managing Director

The Operative

The Quality Manager

***Everyone in the organization**

Question # 14 of 15 (Start time: 11:18:39 PM) Total Marks: 1

Which one of the following depicts durability – a dimension of quality?

Exterior finish

Quality of work

***Useful life**

Ease of repair

Question # 15 of 15 (Start time: 11:19:36 PM)

Total Marks: 1

"Not giving respect to other people's contributions", depicts which of the following self-oriented behavior?

Diverting

Excluding

***Belittling**

Blocking

Quiz No .2

which century, the manufacturers began to include quality processes in quality practices?

17th century

18th century

19th century

***20th century**

In the new paradigm, managers view error as which one of the following?

A threat

A substitute

***An opportunity**

An end

Whose concepts are referred to as statistical quality control (SQC)?

***Shewhart's**

Deming's

Juran's

Crosby's

In which of the following operations great deal of variations can occur?

***Manufacturing**

Distribution

Purchasing

Selling

Which of the following are generally easy to detect using statistical methods, and it is usually economical to remove them?

***Common causes**

Special causes

Implicit causes

Assignable causes

Who argued that beauty could be understood only after exposure to a series of objects that display its characteristics?

Drucker

Crosby

Deming

***Plato**

During which war, Deming taught quality control courses as part of the national defense efforts?

World War I

***World War II**

Mexican-American War

The Civil War

Which one of the following depicts feature, which is a dimension of quality?

Product looks and sounds

Brand name and price

Bells and whistles of the product

***Ability to repair a product**

The majority of advertisers appeal the public on the basis of which of the following?

***Quality of product**

Quality of staff

Inferiority of product

Inferiority of service

The standards for output based on quality and customer-service requirements that originate at the organizational and process levels include requirements for all of the following EXCEPT:

Accuracy

Innovation

Timeliness

Turnover

"Not giving respect to other people's contributions", depicts which of the following self-oriented behavior?

Diverting

Excluding

***Belittling**

Blocking

After the war, Deming was invited to which of the following countries?

Select correct option:

Germany

***Japan**

France

China

Which of the following results in low costs?

***High productivity and high capacity utilization**

Low productivity and low capacity utilization

Low productivity and high capacity utilization

High productivity and low capacity utilization

The customer value strategy may be addressed in which of the following topics?

Projects

Products

*** Services**

Measurement

Who developed Quality Function Deployment (QFD)?

Frederick Taylor

Joseph M. Juran

***Y. Akao**

Armand Feigenbaum

TQM Quiz no 3

Question # 1 of 15 (Start time: 12:44:29 PM) Total Marks: 1

How the Baldrige Award recognizes the importance of total quality principles?

Through independence with overall business planning

Through a no relation with overall business planning

***Through integration with overall business planning**

Through dependence with overall business planning

Question # 2 of 15 (Start time: 12:45:33 PM) Total Marks: 1

Which of the following models considers the goal of meeting individual needs?

Organism model

Mechanistic model

***Cultural model**

Total Quality model

Question # 3 of 15 (Start time: 12:46:26 PM) Total Marks: 1

All of the following are the initial considerations in the Hoshin Kanri approach to business system change EXCEPT:

Measuring the business system as a whole

Setting core objectives of the business

Understanding the environmental situation in which the business operates

***Ceasing resources for performing activities to achieve business objectives**

Question # 4 of 15 (Start time: 12:47:48 PM) Total Marks: 1

Who argued that beauty could be understood only after exposure to a series of objects that display its characteristics?

Drucker

Crosby

Deming

***Plato**

Question # 5 of 15 (Start time: 12:48:17 PM) Total Marks: 1

Which of the following statements is TRUE for ISO 9000?

***Describes the principles of a quality management system and defines the terminology**

Describes the requirements relative to a quality management system either for internal use or for contractual or certification purposes

Intended for internal use and not for contractual purposes, focuses particularly on continually improving performance

Contains the guidelines for auditing quality management and/or environmental management systems

Question # 6 of 15 (Start time: 12:49:39 PM) Total Marks: 1

Which of the following statements holds true for quality assurance?

Top management's intention regarding quality

Functions determining implementation of the quality policy

***Actions to provide confidence of satisfying quality requirements**

Responsibilities and processes, which implement quality management

Question # 7 of 15 (Start time: 12:51:05 PM) Total Marks: 1

Which of the following is an answer to the Second Absolute of Quality Management as summarized by Crosby; what system is needed to cause quality?

Conformance to requirements

***Prevention**

Zero defects

Price of nonconformance

Question # 8 of 15 (Start time: 12:52:13 PM) Total Marks: 1

All of the following are the reasons why Total Quality Management programs are not prolific for many companies, EXCEPT:

TQM focuses on minimum standards

TQM develops its own cumbersome bureaucracy

TQM has no place for love and passion

***TQM focuses on customers and stakeholders**

Question # 9 of 15 (Start time: 12:53:15 PM) Total Marks: 1

What is the other name used for Deming Cycle?

***Shewhart cycle**

Product life cycle

Data life cycle management

Information life cycle management

Question # 10 of 15 (Start time: 12:54:15 PM) Total Marks: 1

What is necessary for a system to be effective?

***The components of any system must work together for the system**

The components of any system must not work together for the system

The components of any system should not be organized for the system

The components of any system should provide disruption for the system

Question # 11 of 15 (Start time: 12:55:08 PM) Total Marks: 1

Which of the following is NOT the criterion under Canadian Awards for Business Excellence?

Leadership

***Planning for contraction**

Process optimization

Supplier focus

Question # 12 of 15 (Start time: 12:56:32 PM) Total Marks: 1

Which of the following is true for subsystems?

These are not linked together as internal customers and suppliers

These are linked together as external customers and suppliers

These are linked together as external and internal customers and suppliers

***These are linked together as internal customers and suppliers**

Question # 13 of 15 (Start time: 12:58:00 PM) Total Marks: 1

What is the relationship between Ishikawa and Deming?

Son and father

Nephew and uncle

***Student and teacher**

Grandson and grandfather

Question # 14 of 15 (Start time: 12:58:51 PM) Total Marks: 1

Which of the following statements is TRUE for little q?

***Striving for quality in a limited or specific area**

Searching for specific lines of text containing a particular pattern

Matching rules encoded in a string according to certain syntax rules

Giving combination of values for the free variables

Question # 15 of 15 (Start time: 01:00:14 PM) Total Marks: 1

The Capability Maturity Model can help in all of the following EXCEPT:

Setting process improvement goals and priorities

Providing guidance for quality processes

Providing a yardstick for assessing current practices

Documenting procedures as to how the various processes for design operate

Quiz no ---3

Question # 1 of 15 (Start time: 11:56:02 PM) Total Marks: 1

The customer value strategy may be addressed in which of the following topics?

Select correct option:

Projects

Products

Services

***Measurement**

Question # 2 of 15 (Start time: 11:57:11 PM) Total Marks: 1

Who is known as a father of modern-day statistical quality control?

Select correct option:

***Shewhart**

Deming

Juran

Crosby

Question # 3 of 15 (Start time: 11:57:40 PM) Total Marks: 1

Which of the following forms the basis of TQM as an organization wide process?

Select correct option:

Not using the resources of the total organization properly

Organizational flexibility and response to change

Not bound in business relationships

Not measuring continuous improvement

Question # 4 of 15 (Start time: 11:58:54 PM) Total Marks: 1

How should the benchmarking of individual processes as well as customer satisfaction be employed?

Select correct option:

As a standard tool

As a defective tool

***As an improvement tool**

As an instrumental tool

Question # 5 of 15 (Start time: 11:59:39 PM) Total Marks: 1

Identify the example of prevention costs.

Select correct option:

***Quality planning**

Re-inspection

Product recalls

Customer returns

Question # 6 of 15 (Start time: 12:00:51 AM) Total Marks: 1

Which of the following is NOT included in the ISO registration process?

Select correct option:

Document review by the registrar of the quality system documents or quality manual

Pre-assessment, which identifies potential noncompliance in the quality system or in the documentation

***Review the program descriptions and select the program(s) that will enable you to contribute more to your organization**

Assessment by a team of two or three auditors of the quality system and its documentation

Question # 7 of 15 (Start time: 12:02:13 AM) Total Marks: 1

Who made some salient observations about the failure to understand the components of Profound Knowledge?

Select correct option:

***Scholtes**

Deming

Juran

Crosby

Question # 8 of 15 (Start time: 12:02:56 AM) Total Marks: 1

Which of the following results in low costs?

Select correct option:

***High productivity and high capacity utilization**

Low productivity and low capacity utilization

Low productivity and high capacity utilization

High productivity and low capacity utilization

Question # 9 of 15 (Start time: 12:03:47 AM) Total Marks: 1

How can the quality be computed?

Select correct option:

Quality = Expectation/Performance

Quality = Performance/Expectation

Quality = Performance+Expectation

Quality = Performance-Expectation

Question # 10 of 15 (Start time: 12:05:14 AM) Total Marks: 1

Documentation and data on existing products, are an example which of the following?

Select correct option:

External inputs

***Internal inputs**

Either internal or external inputs

Neither internal nor external inputs

Question # 11 of 15 (Start time: 12:06:19 AM) Total Marks: 1

Which of the following focuses on results, not process, and encourages short-term behavior?

Select correct option:

***Typical American MBO system**

Typical Japanese MBO system

Typical Chinese MBO system

Uncommon Chinese MBO system

Question # 12 of 15 (Start time: 12:07:08 AM) Total Marks: 1

Who developed Quality Function Deployment (QFD)?

Select correct option:

Frederick Taylor

Joseph M. Juran

***Y. Akao**

Armand Feigenbaum

Question # 13 of 15 (Start time: 12:08:06 AM) Total Marks: 1

All of the following are the examples of appraisal costs EXCEPT:

Select correct option:

Quality measurement criteria

Quality improvement projects

Laboratory acceptance testing

Inspection and testing

Question # 14 of 15 (Start time: 12:09:33 AM) Total Marks: 1

In order to achieve the objectives and stimulate innovation, what the organization should encourage?

Select correct option:

The involvement of its human resource

The involvement of its process

The involvement of its system

The involvement of its capital

Question # 15 of 15 (Start time: 12:10:49 AM) Total Marks: 1

How the requirements for documentation and records may not arise?

Select correct option:

Contractual requirements from the customer or other interested parties

Acceptance of international, national, regional and industry sector standards

***Irrelevant statutory and regulatory requirements**

Decisions by the organization

Quiz no 3

Question # 1 of 15 (Start time: 12:18:45 AM) Total Marks: 1

At which level, does the quality concern centers on meeting internal customer requirements?

Select correct option:

Organizational level

Performer level

Process level

Production level

Question # 2 of 15 (Start time: 12:20:12 AM) Total Marks: 1

Who is known as a father of modern-day statistical quality control?

Select correct option:

***Shewhart**

Deming

Juran

Crosby

Question # 3 of 15 (Start time: 12:20:43 AM) Total Marks: 1

Which of the following is TRUE for higher costs of quality?

Select correct option:

Doing the wrong thing in the wrong way

Doing the wrong thing in the right way

Doing the right thing in the wrong way

Doing the right thing in the right way

Question # 4 of 15 (Start time: 12:22:09 AM) Total Marks: 1

Which of the following concepts and tools can be used to assess internal customer needs and to communicate internal supplier capabilities?

Select correct option:

Financial

Management

***Marketing**

Production

Question # 5 of 15 (Start time: 12:23:02 AM) Total Marks: 1

The management representatives appointed and given authority by the senior management are for all of the following EXCEPT:

Select correct option:

Managing

Mishandling

Evaluating

Coordinating

Question # 6 of 15 (Start time: 12:24:20 AM) Total Marks: 1

The management preserves the conformity of products during internal processing and final delivery. Which of the following is included in such preservation?

Select correct option:

Handling

Abolition

Risk

Shrinking

Question # 7 of 15 (Start time: 12:25:36 AM) Total Marks: 1

All of the following are the basic requirements of ISO 9000 EXCEPT:

Select correct option:

A documented quality system

Consistent adherence to the documented quality system

Check to see that the plan was carried out

Customers and processes be displeased

Question # 8 of 15 (Start time: 12:26:50 AM) Total Marks: 1

During 1990s, the following institution(s) began to pay increase attention to quality.

Select correct option:

Education and health care only

***Education, health care, and government**

Health care and government only

Government and financial institutions only

Question # 9 of 15 (Start time: 12:27:47 AM) Total Marks: 1

Which one of the following depicts reliability – a dimension of quality?

Select correct option:

Bells and whistles of the product

Meeting specifications

Average time for the unit to fail

Quality of work

Question # 10 of 15 (Start time: 12:29:07 AM) Total Marks: 1

Which of the following models considers the goal of organizational efficiency and performance?

Select correct option:

Organism model

***Mechanistic model**

Cultural model

Total Quality model

Question # 11 of 15 (Start time: 12:29:56 AM) Total Marks: 1

All of the following are the examples of external failure costs EXCEPT:

Select correct option:

Processing customer complaints

Customer returns

Warranty claims

***Quality planning**

Question # 12 of 15 (Start time: 12:30:34 AM) Total Marks: 1

Identify the example of external failure costs.

Select correct option:

Quality planning

Re-inspection

Material review

***Customer returns**

Question # 13 of 15 (Start time: 12:31:35 AM) Total Marks: 1

All of the following are the grounds to give birth to total quality approach EXCEPT:

Select correct option:

Obsession with quantity

Confusion and poor leadership

One employee in charge

Political disorder

Question # 14 of 15 (Start time: 12:32:59 AM) Total Marks: 1

Which of the following is viewed as a Consistent Pair?

Select correct option:

ISO 9000 and ISO 9004

ISO 1987 and ISO 1992

ISO 1992 and ISO 1997

***ISO 9001 and ISO 9004**

Question # 15 of 15 (Start time: 12:33:40 AM) Total Marks: 1

In which century, the US broke further from the European tradition and adopted a new management approach developed by Frederick W. Taylor?

Select correct option:

17th century

18th century

***19th century**

20th century

Next Quiz

1. All of the following are the grounds to give birth to total quality approach EXCEPT:
 - A. Obsession with quantity
 - B. Confusion and poor leadership
 - C. One employee in charge
 - D. Political disorder**
2. Which of the following was developed by Motorola to improve its processes by minimizing defects?
 - A. ISO 9000
 - B. *Six sigma**
 - C. QS 9000
 - D. TQM
3. Quality applies to which aspect(s) of the organization?
 - A. Products only
 - B. Products and services
 - C. People and product
 - D. *Products, services, and people**
4. Which of the following statements is TRUE about Deming's philosophy?
 - A. *It is based on improving products and services by reducing uncertainty and variability in the design and manufacturing processes**
 - B. Quality is either or not present in the whole organization; that quality is the responsibility of everyone in the organization
 - C. Increasing conformance to specifications through elimination of defects, supported extensively by statistical tools for analysis
 - D. Increasing loss, for the producer, the customer, and society, associated with increasing variability from a target value
5. Which of the following statements, in relation to system, is TRUE for people failing to understand the components of Profound Knowledge?
 - A. *They see the symptoms but not the deep causes of problems**
 - B. They do not know when expectations are realistic
 - C. They do not understand motivation/why people do what they do
 - D. They do not know how to plan and accomplish learning and improvement

6. "Problems will remain unsolved, despite their best efforts." When this will happen?

- A. When people don't understand systems
- B. When people don't understand psychology
- C. When people don't understand variation
- D. *When people don't understand the theory of knowledge**

7. Which stage in the Shewhart Cycle implements the change on a small scale?

- A. *Do stage**
- B. Act stage
- C. Plan stage
- D. Check stage

8. Which of the following s determining what to control, establishing units of measurement so that data may be objectively evaluated?

- A. Quality improvement
- B. Quality planning
- C. *Quality control**
- D. Quality process

9. All of the following steps are required for quality planning EXCEPT:

- A. Determine who the customers are
- B. Deploy the plans to operational levels
- C. Identify customers' needs
- D. *Assess actual quality performance**

10. Which of the following is an answer to the First Absolute of Quality Management

as summarized by Crosby; what is quality?

- A. *Conformance to requirements**
- B. Prevention
- C. Zero defects
- D. Price of nonconformance

Next Quiz:

Question # 1 of 15 (Start time: 09:54:15 PM) Total Marks: 1

Quality applies to which aspect(s) of the organization?

Select correct option:

Products only

Products and services

People and product

Products, services, and people

Question # 2 of 15 (Start time: 09:55:01 PM) Total Marks: 1

Juran defines quality as “fitness for use”. This can be broken down into how many categories?

Select correct option:

Five

***Four**

Three

Two

Question # 3 of 15 (Start time: 09:56:24 PM) Total Marks: 1

How many maturity levels are there in the Capability Maturity Model?

Select correct option:

Four

***Five**

Six

Seven

Question # 4 of 15 (Start time: 09:57:11 PM) Total Marks: 1

Which of the following is a unit for measuring process performance according to traditional view of quality?

Select correct option:

Effective parts per thousand produced

Defective parts per thousand produced

Effective parts per hundred produced

***Defective parts per hundred produced**

Question # 5 of 15 (Start time: 09:58:27 PM) Total Marks: 1

Which of the following statements, in relation to system, is TRUE for people failing to understand the components of Profound Knowledge?

Select correct option:

***They see the symptoms but not the deep causes of problems**

They do not know when expectations are realistic

They do not understand motivation/why people do what they do

They do not know how to plan and accomplish learning and improvement

Question # 6 of 15 (Start time: 09:59:10 PM) Total Marks: 1

Which of the following statements, in relation to variation, is TRUE for people failing to understand the components of Profound Knowledge?

Select correct option:

They see events as individuals' incidents rather than the net result of many interactions and interdependent forces

***They do not know the difference between prediction, forecasting, and guesswork**

They create cynicism, demoralization, de-motivation, guilt, resentment, burnout, craziness, and turnover

They do not understand the difference between improvement and change

Question # 7 of 15 (Start time: 10:00:18 PM) Total Marks: 1

Which of the following models has a vertical chain of command?

Select correct option:

Organism model

***Mechanistic model**

Cultural model

Total Quality model

Question # 8 of 15 (Start time: 10:01:19 PM) Total Marks: 1

What was the role of quality professionals during 1800s?

Select correct option:

Troubleshooting and the application of statistical methods

***Inspection, sorting, counting, and grading**

Quality measurement, quality planning, and program design

Goal setting, education and training, and program design

Question # 9 of 15 (Start time: 10:02:25 PM) Total Marks: 1

All of the following are the major categories and items within each category of Canadian Awards for Business Excellence EXCEPT:

Select correct option:

Customer focus

Distributor focus

People focus

Supplier focus

Question # 10 of 15 (Start time: 10:03:44 PM) Total Marks: 1

How the Baldrige Award recognizes the importance of total quality principles?

Select correct option:

Through independence with overall business planning

Through a no relation with overall business planning

***Through integration with overall business planning**

Through dependence with overall business planning

Question # 11 of 15 (Start time: 10:04:16 PM) Total Marks: 1

Which of the following involves determining what to control, establishing units of measurement so that data may be objectively evaluated?

Select correct option:

Quality improvement

Quality planning

***Quality control**

Quality process

Question # 12 of 15 (Start time: 10:04:55 PM) Total Marks: 1

After the war, Deming was invited to which of the following countries?

Select correct option:

Germany

***Japan**

France

China

Question # 13 of 15 (Start time: 10:05:25 PM) Total Marks: 1

Which of the following organizations has a little chance of survival?

Select correct option:

With no corporate philosophy about how to create long-term customer loyalty

With no corporate objectives about how to create long-term customer loyalty

With no mission about how to create long-term customer loyalty

***With no vision about how to create long-term customer loyalty**

Question # 14 of 15 (Start time: 10:06:47 PM) Total Marks: 1

Who suggested that there are three categories of performance?

Select correct option:

Taguchi

Taylor

Ishikawa

***Deming**

Question # 15 of 15 (Start time: 10:07:19 PM) Total Marks: 1

Which of the following statements holds true for quality assurance?

Select correct option:

Top management's intention regarding quality

Functions determining implementation of the quality policy

***Actions to provide confidence of satisfying quality requirements**

Responsibilities and processes, which implement quality management

Quiz No. 3 (Talha)

Question # 1 of 15 (Start time: 11:43:33 AM) Total Marks: 1

Which of the following statements is TRUE about Deming's philosophy?

Select correct option:

***It is based on improving products and services by reducing uncertainty and variability in the design and manufacturing processes**

Quality is either or not present in the whole organization; that quality is the responsibility of everyone in the organization

Increasing conformance to specifications through elimination of defects, supported extensively by statistical tools for analysis

Increasing loss, for the producer, the customer, and society, associated with increasing variability from a target value

Question # 2 of 15 (Start time: 11:44:22 AM) Total Marks: 1

All of the following are the major decision areas in supply chain management EXCEPT:

Select correct option:

Location

***Production**

Inventory

Pricing

Question # 3 of 15 (Start time: 12:11:54 PM) Total Marks: 1

By the mid 1970s, which markets were penetrated by the Japanese companies?

Select correct option:

***Western markets**

Eastern markets

Northern markets

Southern markets

Question # 4 of 15 (Start time: 12:12:33 PM) Total Marks: 1

The input for management review to examine the quality management system shall include information about all of the following EXCEPT:

Select correct option:

Status of preventive and corrective actions

Follow-up actions from previous management reviews

Changes that could affect the quality management system

***Improvement of product related to customer requirements**

Question # 5 of 15 (Start time: 12:13:47 PM) Total Marks: 1

Juran advocates a never-ending spiral of activities that includes all of the following
EXCEPT:

Select correct option:

Product development

***Workers**

Inspection and testing

Purchasing

Question # 6 of 15 (Start time: 12:14:42 PM) Total Marks: 1

Which of the following statements is TRUE for little q?

Select correct option:

***Striving for quality in a limited or specific area**

Searching for specific lines of text containing a particular pattern

Matching rules encoded in a string according to certain syntax rules

Giving combination of values for the free variables

Question # 7 of 15 (Start time: 12:15:19 PM) Total Marks: 1

Which of the following is the Total Quality Tool that is simply a graphical representation of an outline that presents a chain of causes and effects?

Select correct option:

Check sheet

Fishbone diagram

Scatter diagram

Pareto chart

Question # 8 of 15 (Start time: 12:16:32 PM) Total Marks: 1

Who found that teams are seldom fully used, and their individual members are often complacent?

Select correct option:

Oakland and Schein

***Newall and Dale**

Lehr and Cox

Juran and Schein

Question # 9 of 15 (Start time: 12:17:14 PM) Total Marks: 1

The customer value strategy may be addressed in which of the following topics?

Select correct option:

Projects

Products

Services

***Measurement**

Question # 10 of 15 (Start time: 12:18:10 PM) Total Marks: 1

Which of the following should be reviewed by the organization to identify requirements for operations that realize products or deliver services in order to ensure compliance with specifications?

Select correct option:

Inability to comply with contractual requirements

***Training and competence of people**

Problem conception

Irrelevant statutory and regulatory requirements

Question # 11 of 15 (Start time: 12:19:19 PM) Total Marks: 1

Who developed Quality Function Deployment (QFD)?

Select correct option:

Frederick Taylor

Joseph M. Juran

***Y. Akao**

Armand Feigenbaum

Question # 12 of 15 (Start time: 12:20:15 PM) Total Marks: 1

What are the ISO (International Organization for Standardization) series standards for industries such as automobiles?

Select correct option:

ISO 9000

ISO 14000

***QS 9000**

AS 9000

Question # 13 of 15 (Start time: 12:21:43 PM) Total Marks: 1

Which of the following should be used as input to management review in order to ensure that continual improvement is the driver for organizational development?

Select correct option:

***Performance information**

Performance management

Ethical performance

Performance development

Question # 14 of 15 (Start time: 12:23:02 PM) Total Marks: 1

Which of the following are generally easy to detect using statistical methods, and it is usually economical to remove them?

***Common causes**

Special causes

Implicit causes

Assignable causes

Question # 15 of 15 (Start time: 12:24:27 PM) Total Marks: 1

What is the objective of a TQM system?

Select correct option:

***Continuous improvement**

Continual improvement

Business improvement

Process improvement

Next Quiz

Question # 1 of 15 (Start time: 09:21:59 PM) Total Marks: 1

Based in Geneva, Switzerland, International Organization for Standardization is a consortium of the national standard bodies, which has how many countries?

More than 100

Less than 100

Less than 90

Less than 80

Question # 2 of 15 (Start time: 09:23:27 PM) Total Marks: 1

Which of the following is the contributor to the work method cause in the house paint peeling cause-and-effect diagram?

Select correct option:

Cheap solvents

Temperature

Acid rain

Paint over dirt

Question # 3 of 15 (Start time: 09:24:28 PM) Total Marks: 1

Which of the following concepts and tools can be used to assess internal customer needs and to communicate internal supplier capabilities?

Select correct option:

Financial

Management

***Marketing**

Production

Question # 4 of 15 (Start time: 09:25:27 PM) Total Marks: 1

The input for management review to examine the quality management system shall include information about all of the following EXCEPT:

Select correct option:

Status of preventive and corrective actions

Follow-up actions from previous management reviews

Changes that could affect the quality management system

***Improvement of product related to customer requirements**

Question # 5 of 15 (Start time: 09:26:28 PM) Total Marks: 1

What the organization must accomplish to achieve the mission, by examination and categorization of the impacts?

Select correct option:

Critical success factors

Key process indicators

Illegal and policy factors

The enemy indicator

Question # 6 of 15 (Start time: 09:27:43 PM) Total Marks: 1

Who suggested, "A quality product is one that provides performance or conformance at an acceptable price or cost"?

Select correct option:

Crosby

Ishikawa

***Garvin**

Shewhart

Question # 7 of 15 (Start time: 09:28:29 PM) Total Marks: 1

Marketing research carried out to know whether the particular area should be covered in this course. What the course instructor should develop?

Select correct option:

***The course meeting requirements of the university**

The course meeting requirements of the instructor

The course meeting requirements of the students

The course meeting requirements of the bookseller

Question # 8 of 15 (Start time: 09:30:00 PM) Total Marks: 1

Under which perspective of the balance scorecard, would you classify the operating cost management measurement?

Select correct option:

The customer perspective

The business process perspective

The financial perspective

The learning & growth perspective

Question # 9 of 15 (Start time: 09:31:24 PM) Total Marks: 1

Which of the following is the purpose of ISO 9001?

Select correct option:

***To define the minimum Quality Management System requirements needed to achieve customer satisfaction by meeting specified product requirements**

To determine metals and metalloids in airborne particulate matter by inductively coupled plasma atomic emission spectrometry

To ensure that the IT service management processes are aligned both with the needs of the business and with international best practice

To evaluate ultimate aerobic biodegradability of organic compounds in aqueous medium by determination of oxygen demand in a closed respirometer

Question # 10 of 15 (Start time: 09:32:16 PM) Total Marks: 1

Which of the following is a four-step quality model amongst the most widely used tools for continuous improvement?

Select correct option:

***Deming Cycle**

Juran Trilogy

Taguchi's Loss Function

Quality Circles

Question # 11 of 15 (Start time: 09:33:10 PM) Total Marks: 1

What was the transcendent view of quality?

Select correct option:

Satisfying customers

Meeting needs and wants

***Innate excellence**

Conformance

Question # 12 of 15 (Start time: 09:34:18 PM) Total Marks: 1

Which of the following focuses on results, not process, and encourages short-term behavior?

Select correct option:

***Typical American MBO system**

Typical Japanese MBO system

Typical Chinese MBO system

Uncommon Chinese MBO system

Question # 13 of 15 (Start time: 09:35:25 PM) Total Marks: 1

Which of the following is NOT the category in Baldrige Award?

Select correct option:

Leadership

Business results

***Supply chain**

Process management

Question # 14 of 15 (Start time: 09:36:30 PM) Total Marks: 1

What is the number of principles in Dr. W. Edwards Deming's quality principles?

10

12

***14**

Question # 15 of 15 (Start time: 09:37:03 PM) Total Marks: 1

Which of the following is NOT an advantage of functional structure?

Select correct option:

It provides organizations with a clear chain of command

***It enables employees to learn about customer expectations**

It allows evaluating people based on clear set of responsibilities

It allows people to specialize in the aspect of the work

Quiz No. 4

Question # 1 of 15 (Start time: 06:46:03 PM) Total Marks: 1

Which of the following is a requirement of ISO 9000:2000?

Select correct option:

***Processes to measure and analyze customer satisfaction**

An Environmental Policy to be in existence within the organization

Procedures for registration of font-related identifiers

Irregular improvement of internal process and customer satisfaction

Question # 2 of 15 (Start time: 06:47:17 PM) Total Marks: 1

The management responsible for the area being audited is responsible for ensuring that actions are taken without undue delay to eliminate detected nonconformities and their causes. Which of the following is a follow-up activity?

Select correct option:

***The verification of the actions taken**

The reporting of contradiction results

The contradiction of the actions taken

The verification of contradiction results

Question # 3 of 15 (Start time: 06:57:48 PM) Total Marks: 1

Which of the following total quality tools is employed in the step “plan and implement a solution” in problem solving?

Select correct option:

4W and 1H matrix

Pareto chart

***Control chart**

Scatter plot

Question # 4 of 15 (Start time: 06:59:05 PM) Total Marks: 1

Under which perspective of the balance scorecard, would you classify the customer retention measurement?

Select correct option:

The customer perspective

The business process perspective

The financial perspective

The learning & growth perspective

Question # 5 of 15 (Start time: 06:59:42 PM) Total Marks: 1

What was the role of quality professionals during 1950s?

Select correct option:

***Troubleshooting and the application of statistical methods**

Inspection, sorting, counting, and grading

Quality measurement, quality planning, and program design

Goal setting, education and training, and program design

Question # 6 of 15 (Start time: 07:00:46 PM) Total Marks: 1

What is quality?

Select correct option:

***Meeting and exceeding the customer's expectations**

Adding factors to make the customer happy

The degree to which the project meets requirements

Conformance to management's objectives

Question # 7 of 15 (Start time: 07:01:11 PM) Total Marks: 1

The quality initiatives focused initially on reducing defects and errors in products and services with the help of which of the following?

Select correct option:

***Measurement, statistics, and other problem solving tools**

Measurement, statistics and cause and effect analysis

Statistics and cause and effect analysis only

Failure modes and cause and effect analysis only

Question # 8 of 15 (Start time: 07:01:59 PM) Total Marks: 1

Which of the following performance levels have good results and have emphasized sustained improvement trends?

Select correct option:

Reactive approach

Stable formal system approach

Best-in-class performance

***Continual improvement emphasized**

Question # 9 of 15 (Start time: 07:02:42 PM) Total Marks: 1

Do not permit overlong examples or irrelevant discussion. This refers to which of the following discussion skills in meetings?

Select correct option:

Summarizing

***Managing time**

Closing the discussion

Containing digression

Question # 10 of 15 (Start time: 07:03:32 PM) Total Marks: 1

Which of the following statements, in relation to psychology, is TRUE for people failing to understand the components of Profound Knowledge?

Select correct option:

***They see the symptoms but not the deep causes of problems**

They do not know when expectations are realistic

They do not understand motivation/why people do what they do

They do not know how to plan and accomplish learning and improvement

Question # 11 of 15 (Start time: 07:04:21 PM) Total Marks: 1

Which of the following results in low costs?

Select correct option:

***High productivity and high capacity utilization**

Low productivity and low capacity utilization

Low productivity and high capacity utilization

High productivity and low capacity utilization

Question # 12 of 15 (Start time: 07:05:03 PM) Total Marks: 1

Under which perspective of the balance scorecard, would you classify motivated workforce measurement?

Select correct option:

The customer perspective

The business process perspective

The financial perspective

The learning & growth perspective

Question # 13 of 15 (Start time: 07:05:40 PM) Total Marks: 1

Which of the following models value stability?

Select correct option:

Organism model

***Mechanistic model**

Cultural model

Total Quality model

Question # 14 of 15 (Start time: 07:06:33 PM) Total Marks: 1

Who stressed that systems must be focused toward a purpose?

Select correct option:

Crosby

Ishikawa

Taguchi

***Deming**

Question # 15 of 15 (Start time: 07:07:58 PM) Total Marks: 1

Which of the following leads to questioning and can be tested and validated?

Select correct option:

***Theory of knowledge**

Psychology

Understanding of variation

Appreciation for a system

Question # 1 of 15 (Start time: 07:10:06 PM) Total Marks: 1

Which of the following statements, in relation to variation, is TRUE for people failing to understand the components of Profound Knowledge?

Select correct option:

They see events as individuals' incidents rather than the net result of many interactions and interdependent forces

***They do not know the difference between prediction, forecasting, and guesswork**

They create cynicism, demoralization, de-motivation, guilt, resentment, burnout, craziness, and turnover

They do not understand the difference between improvement and change

Question # 2 of 15 (Start time: 07:11:25 PM) Total Marks: 1

Which of the following represent short-term perspectives and do not encourage long-term improvement as stated by Deming?

Select correct option:

***Numerical quotas**

Constitutional quotas

Political party quotas

Mechanical quotas

Question # 3 of 15 (Start time: 07:12:41 PM) Total Marks: 1

All of the followings are true for zero defects concept EXCEPT:

Select correct option:

A performance standard for management

A standard of the craftsman regardless of his or her assignment

A tool of management to communicate to do things right the first time

A motivational, widely understood and accepted program

Question # 4 of 15 (Start time: 07:14:02 PM) Total Marks: 1

Who suggested, "A quality product is one that provides performance or conformance at an acceptable price or cost"?

Select correct option:

Crosby

Ishikawa

***Garvin**

Shewhart

Question # 5 of 15 (Start time: 07:14:35 PM) Total Marks: 1

Which of the following tools plots the relationship of one numeric variable to another on a horizontal and vertical axis and determines the degree of dependency or interdependency of those variables?

Select correct option:

***Scatter diagram**

Check sheet

Fishbone diagram

Pareto chart

Question # 6 of 15 (Start time: 07:15:52 PM) Total Marks: 1

Who warned against the use of extrinsic controls that compel behavioral changes in people when rewards and incentive programs are seldom shifted to favor quality improvement?

Select correct option:

Oakland

Schein

***Cox**

Dale

Question # 7 of 15 (Start time: 07:16:38 PM) Total Marks: 1

How many maturity levels are there in the Capability Maturity Model?

Select correct option:

Four

***Five**

Six

Seven

Question # 8 of 15 (Start time: 07:17:11 PM) Total Marks: 1

Which one of the following depicts aesthetics, which is a dimension of quality?

Select correct option:

***Exterior finish**

Quality of work

Ranking first

Ease of repair

Question # 9 of 15 (Start time: 07:18:28 PM) Total Marks: 1

Which of the following firms solely owns the entire material flow and each channel member operates independently?

Select correct option:

Horizontal integrated firms

Backward vertical integrated firms

Vertical integrated firms

Conglomerate integrated firms

Quiz Start Time: 07:10 PM Time Left 85

sec(s)

Question # 10 of 15 (Start time: 07:19:52 PM) Total Marks: 1

Which of the following is NOT the deadly disease according to Deming?

Select correct option:

Excessive medical costs

***Excessive transportation costs**

Lack of constancy of purpose

Mobility of management

Question # 11 of 15 (Start time: 07:21:21 PM) Total Marks: 1

Which stage in the Shewhart Cycle uses data and facts to analyze the results of the change?

Select correct option:

Do stage

Act stage

Plan stage

***Check stage**

Question # 12 of 15 (Start time: 07:21:54 PM) Total Marks: 1

Why product-based definitions of quality suit engineers?

Select correct option:

They are concerned with designing of the products

They can judge quality

They can reduce specific standards

***They are concerned with translating product requirements into specific components and physical dimensions thereby produced**

Question # 13 of 15 (Start time: 07:23:08 PM) Total Marks: 1

All of the following are the elements of a TQM system EXCEPT:

Select correct option:

Leadership

Communications

Measurement

***Detentions**

Question # 14 of 15 (Start time: 07:24:03 PM) Total Marks: 1

Which of the following is the contributor to the equipment cause in the house paint peeling cause-and-effect diagram?

Select correct option:

Cheap solvents

Temperature

Bad brush bristle

Paint over dirt

Question # 15 of 15 (Start time: 07:24:24 PM) Total Marks: 1

Which of the following is viewed as a Consistent Pair?

Select correct option:

ISO 9000 and ISO 9004

ISO 1987 and ISO 1992

ISO 1992 and ISO 1997

***ISO 9001 and ISO 9004**

Question # 1 of 15 (Start time: 07:17:17 PM) Total Marks: 1

All of the following are the objectives achieved simultaneously for the sustained growth to be recognized EXCEPT:

Select correct option:

Customer satisfaction

Effective leadership

Effective human resources

Integration with the supplier base

Question # 2 of 15 (Start time: 07:18:10 PM) Total Marks: 1

Some organizations emphasizes the use of quality tools but failed to do which of the following?

Select correct option:

Focus on what is truly important to the distributors

***Incorporate continuous improvement efforts**

Make fundamental changes in their processes and culture

Focus on what is truly important to the customer

Question # 3 of 15 (Start time: 07:18:53 PM) Total Marks: 1

Which of the following tools has a weakness that it does not tell whether the variation is the result of special causes or common causes?

Select correct option:

Histogram

Check sheet

Pareto chart

Run chart

All of the following are Juran's basic steps to progress EXCEPT:

Select correct option:

Achieve structured improvements on a continual basis combined with dedication and a sense of urgency

Establish an extensive training program

***Establish an extensive marketing program**

Establish commitment and leadership on the part of higher management

Question # 5 of 15 (Start time: 07:20:14 PM) Total Marks: 1

Which of the following statements, in relation to theory of knowledge, is TRUE for people failing to understand the components of Profound Knowledge?

Select correct option:

They see events as individuals' incidents rather than the net result of many interactions and interdependent forces

***They do not know the difference between prediction, forecasting, and guesswork**

They create cynicism, demoralization, de-motivation, guilt, resentment, burnout, craziness, and turnover

They do not understand the difference between improvement and change

Question # 6 of 15 (Start time: 07:21:09 PM) Total Marks: 1

Which of the following performance levels is a systematic process-based approach, early stage of systematic improvements?

Select correct option:

No formal approach

Reactive approach

***Stable formal system approach**

Best-in-class performance

Question # 7 of 15 (Start time: 07:21:47 PM) Total Marks: 1

In creative problem solving, which of the following refers to brainstorming?

Select correct option:

Mess Finding

Fact Finding

Problem Finding

Idea Finding

Question # 9 of 15 (Start time: 07:22:33 PM) Total Marks: 1

Which of the following describes a complete data set?

Select correct option:

Measures of dispersion

Measures of central tendency

Deductive statistics

Inductive statistics

Question # 10 of 15 (Start time: 07:22:59 PM) Total Marks: 1

Which of the following tools represents the entire process at a high or detailed (depending on your use) level of observation, allowing analysis and optimization of workflow?

Select correct option:

Check sheet

Pareto diagram

Flow chart

Histogram

Question # 11 of 15 (Start time: 07:23:33 PM) Total Marks: 1

Which of the following is NOT the characteristic of the organizations operating according to the principles of quality management?

Select correct option:

A total commitment to continually increasing value for customers, investors, and employees

A firm understanding that market driven means that quality is defined by customers, not the company

A commitment to leading people with a bias for broken improvement and miscommunication

***A commitment to fundamental improvement through knowledge, skills, problem solving, and teamwork**

Question # 12 of 15 (Start time: 07:24:12 PM) Total Marks: 1

Ahmad has organized a manual data collection in such a way as to be easily used, understood and analyzed automatically. Which of the following Ahmad has prepared?

Select correct option:

Check sheet

Pareto diagram

Flow chart

Histogram

Question # 13 of 15 (Start time: 07:24:53 PM) Total Marks: 1

Which of the following is TRUE for design and development outputs under ISO 9001:2000 - Quality Management Systems ?

Select correct option:

It Identifies of and corrects against potential conformance

It is used where excess in product will only be apparent in use

It is Insignificance and concealment of significant features of the processes

***It meets the input requirements for design and development**

Question # 14 of 15 (Start time: 07:25:26 PM) Total Marks: 1

What is the purpose of the Control Chart?

Select correct option:

***To indicate variations, trends, and the amount of change from one time period to another**

To show where to apply resources by revealing the significant few from the trivial many

To provide a scientific approach to gathering information to improve the validity of decisions and interventions

To monitor effects of the variables on the difference between target and actual performance

Question # 15 of 15 (Start time: 07:25:52 PM) Total Marks: 1

Which of the following is the contributor to the work method cause in the house paint peeling cause-and-effect diagram?

Select correct option:

Cheap solvents

Temperature

Acid rain

Paint over dirt

What does the transcendent view imply for high quality?

It is something everlasting

It is
something timeless and enduring

It is something priceless

It is something perfect

During which century, the manufacturers began to include quality processes in quality practices?

17th century

18th century

19th century

20th
century

Taguchi suggested that loss in a process is increased with increase in which of the following?

Specifications

Standards

Competition

Variability

The products manufactured during 1800s were unique. How quality was ensured in this era?

Through renovation

Through inspection

Through calculation

Through repair

Which of the following is typically viewed to lie between fully vertically integrated firms?

Supply chain management ??

Production chain management

Value chain management

Demand chain management

The majority of advertisers appeal the public on the basis of which of the following?

Quality of product

Quality of staff

Inferiority of product

Inferiority of service

Which of the following models value stability?

Organism model

Mechanistic model

Cultural model

Total Quality model

What is the relationship between Ishikawa and Deming?

Son and father

Nephew and uncle

**Student
and teacher**

Grandson and grandfather

Which of the following was developed by Motorola to improve its processes by minimizing defects?

ISO 9000

**Six
sigma**

QS 9000

TQM

What was the primary concern of managers during 1980s?

Detection

**Strategic
impact**

Control

Coordination

You can ask direct questions to quiet people and try to control talkative people", for which of the following purpose?

**Mobilizing
the group**

Keeping the group focused

Restating purpose

Starting punctually

Some organizations emphasizes the use of quality tools but failed to do which of the following?

Focus on what is truly important to the distributors

**Incorporate
continuous improvement efforts**

Make fundamental changes in their processes and culture

Focus on what is truly important to the customer

Learn how to tell when nothing can be gained from further discussion. This refers to which of the following discussion skills in meetings?

Acting as gatekeepers

Closing the discussion

Asking for clarification

Testing for consensus

Which of the following models has the viewpoint that change and learning are valued in themselves?

Organism model

Mechanistic model

Cultural model

Total Quality model

Marketing research carried out to know whether the particular area should be covered in this course. What the course instructor should develop?

The
course meeting requirements of the university

The course meeting requirements of the instructor

The course meeting requirements of the students

The course meeting requirements of the bookseller

Which of the following statements is TRUE about Deming's philosophy?

It is based on improving products and services by reducing uncertainty and variability in the design and manufacturing processes

Quality
is either or not present in the whole organization; that quality is the responsibility of everyone in the organization ??

Increasing conformance to specifications through elimination of defects, supported extensively by statistical tools for analysis

Increasing loss, for the producer, the customer, and society, associated with increasing variability from a target value

All of the following are the elements of a TQM system

EXCEPT:

Leadership

Communications

Measurement

Detentions

The standards for output based on quality and customer-service requirements that originate at the organizational and process levels include requirements for all of the following EXCEPT:

Accuracy

Innovation

Timeliness

Turnover

??

Quiz No 2

Nov 20, 2009 11:59 PM

Which of the following refers to SIPOC
(Supplier-Input-Process-Output-Customer) diagram?

A high-level process map

A low-level
process map

A
high-level performer map

A
low-level performer map

Which of the following is concerned about quality for
achievement of TQM?

The
Managing Director

The
Operative

The

Quality Manager

Everyone in the organization

Which of the following is required for meeting and exceeding customer's need?

Planning

Control

Execution

Innovation

Which one of the following depicts feature, which is a dimension of quality?

Product
looks and sounds

Brand
name and price

Bells
and whistles of the product

Ability
to repair a product

Which of the following can help to eliminate fear and encourage teamwork?

Management

Workmanship

Leadership

Risk-taking

Which of the following focuses on results, not process, and encourages short-term behavior?

Typical American MBO system

Typical
Japanese MBO system

Typical
Chinese MBO system

Uncommon
Chinese MBO system

Which of the following statements, in relation to theory of knowledge, is TRUE for people failing to understand the components of Profound Knowledge?

They see events as individuals' incidents rather than the net result of many interactions and interdependent forces

They do not know the difference between prediction, forecasting, and guesswork

They create cynicism, demoralization, de-motivation, guilt, resentment, burnout, craziness, and turnover

They do not understand the difference between improvement and change

Who made some salient observations about the failure to understand the components of Profound Knowledge?

Scholtes

Deming

Juran

Crosby

Do not permit overlong examples or irrelevant discussion. This refers to which of the following discussion skills in meetings?

Summarizing

Managing time

Closing
the discussion

Containing
digression

Which of the following decisions assume the existence of the facilities, but determine the exact path(s) through which a product flows to and from these facilities?

Location
decisions

Production
decisions

Inventory
decisions

Transportation decisions

If the change was successful, implement it on a wider scale and continuously assess your results. Which stage represents this statement in the Shewhart Cycle?

Select correct option:

Do
stage

Act stage

Plan
stage

Check
stage

Which of the following is TRUE about entry-level managers as noted by Deming in Japan?

They
spend 5 to 20 years on the factory floor

**They spend 4 to 12 years on the
factory floor**

They

spend 4 to 17 years on the factory floor

They
spend 7 to 22 years on the factory floor

Which of the following statements is TRUE about Deming's philosophy?

It is based on improving products and services by reducing uncertainty and variability in the design and manufacturing processes

Quality is either or not present in the whole organization; that quality is the responsibility of everyone in the organization

Increasing conformance to specifications through elimination of defects, supported extensively by statistical tools for analysis

Increasing loss, for the producer, the customer, and society, associated with increasing variability from a target value

Which of the following statements is TRUE for total quality?

Stresses on learning and adaptation to change

Ability
to repair a product quickly and easily

Difficulty
in establishing and measuring service levels

A
customer focused management system

What is necessary for a system to be effective?

**The components of any system must
work together for the system**

The
components of any system must not work together for the system

The
components of any system should not be organized for the system

The
components of any system should provide disruption for the system

Admin
Administrator

Number of posts: 8058



Rate by Admin:



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Re: MGMT 510 TQM All Quiz

by **Admin** on Sat Jan 23, 2010 12:56 pm

1)

The concept of common and special causes of variations was developed by:

.

Deming

.

**Walter
Shewhart**

.

Juran

.

Taguchi

2)

MBO stands for:

.

Management by Objective

.

Management by
Organization

.

Maintenance
by Objective

.

Maintenance
by Organization

3)

Which of the following statements is true about routine inspection:

.

It adds value to the product

.

It acknowledges defects as well as adds value to the product

.

**It
acknowledges defects but does not add value to the product**

.

All of the given options

4)
The success of Japanese manufacturers is due to
_____, small and incremental

improvements in design and production.

.

Continuous

.

Abrupt

.

Continual

.

None of the given options

5)
All of the following statements are true about
institute training except:

.

It improves quality

.

It improves productivity

.

It enhances workers' morale

.

It
certainly results in salary increment

6)
One of the advantages of team work is:

.

It
breaks down barriers between internal customers and suppliers

.

It results in promotion

.

It results in salary increment

.

None of the given options

7)
Reworking _____ the cost of quality.

.

Decreases

.

Increases

.

Neutralizes



_____ refers to general processes of improvement and encompasses discontinuous improvements

.

Continuous improvement

.

**Continual
improvement**

.

Constant improvement

.

Consecutive improvement

9)

Total quality costs include:

.

Prevention costs

.

Appraisal costs

.

Failure costs

.

All
of the given options

10) The
no. of principles in Dr. W. Edwards Deming's quality principles is _____.

.
8

.
10

.
12

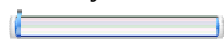
.
14

Admin
Administrator

Number of posts: 8058



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Re: MGMT 510 TQM All Quiz

□ by **Admin** on Sat Jan 23, 2010 12:57 pm
Total Quality Management (MGMT 510) Quiz: 01
Marks: 10 Semester: Spring 2008

This Quiz covers lessons: 10-12.

1 During 1980s,
the job characteristic of quality professionals was:

A Educating
others

B Achieving
personal targets

C Consultative
work with other departments

D None of the above

2 During 1800s,
the quality was viewed as:

A A problem
that can never be solved

B A problem to be solved

C A tool for
measuring system

D A remedy to
control decline

3 Why the
factory managers created inspection departments?

**A To keep defective products aside, ensuring
they do not reach the customers**

B To ensure
quantity of goods/services

C To count,
grade, and rework

D All of the
above

4 During 1950s,
controlling quality meant:

A To understand
and address the causes of poor quality

B To simplify
and speed up process

C To link
outcomes to uses

D Acting on defects

5 The 'father'
of statistical quality control is:

A F. W. Taylor

B Joseph M.
Juran

C Philip Crosby

D Walter Shewhart

6 The Six Sigma
is a new file separate from the total quality philosophy.

True

False

7 Today's consumers define quality as being flawless and having all of the attributes they want in just the way they want them.

True

False

8 The Deming Chain Reaction theory states that one of the main purposes of having quality products and processes is more rework.

True

False

9 The theory of variation helps us understand when there has not been a genuine improvement in performance

True

False

10 A SIPOC

diagram is a tool used by a team to identify all relevant elements of
a process improvement project before work begins.

True

False

Total Quality Management (MGMT 510) Quiz: 02 Marks: 10
Semester: Spring 2008

This Quiz
covers lessons: 17-19.

1
Nonconformance is an expense of:

A Profit of
quality

B Defects of quality

C Quality of product

D Cost of quality

2 Crosby's approach to management is:

A A problem that can never be solved

B Absolutes of Quality Management

C Interim Management

D ISO

3 Best price or zero cost is:

A To keep defective products aside, ensuring they do not reach the customers

B Prerogative cost

C To count,
grade, and rework

D Cost
leadership

4 Example of
prevention costs is:

A Quality improvement projects

B Downgrading

C To link
outcomes to uses

D Warranty
claims

5 Big Q is:

A Quality of
services

B Quality of
people

C Quality of
processes

D All of the above

6 Zero Defects
is a widely accepted and understandable concept.

True

False

7 Managers
assumed that they should not improve quality because defects are
less costly.

True

False

8 Quality is a
destination.

True

False

9 “Narrowly interpreted, quality means quality of a product,” was stated by

Ishikawa.

True

False

10 ISO was
first released in 1882.

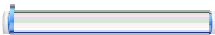
True

False

Admin

Administrator

Number of posts: 8058



Rate by Admin:



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Re: MGMT 510 TQM All Quiz

by **Admin** on Sat Jan 23, 2010 12:57 pm

L#23

1. Which of the following document(s) is (are) included in the quality system?

a. A quality policy

b. Customer focus

c. Commitment

d. All of the given options

2. Appropriate motives for adopting ISO 9000 include which of the following?

- a.
To create a quality management system
- b.
To improve operations
- c.
To conform to the requirements of customers

d.
All
of the given options

3.
Quality checklists are used to:

a. Ensure that Quality Assurance steps were followed

b. Keep quality inspectors busy

c. Inform upper management where failures occur

d. Prevent project audits

4.
The ISO 9001:2000 standards are

a. More widely adopted in the U.S. than in Europe

b.

Quality

management procedures that address leadership, documentation, and record-keeping

c. Are known as the Baldrige standards in the U.S

d. A set of product specifications for all industries

5. Documentation and data on existing products are the examples of _____

External inputs

Internal inputs

Other inputs

None of the above options

6. Which of the following

statements outline the relationship factor?

a.

ISO 9000 and total quality are not in competition

b.

ISO 9000 and total quality are not interchangeable

c.

ISO 9000 is compatible with total quality

d.

All of the above

7. Which of the following is not an example of physical factors affecting work environment?

Noise

Cleanliness

Air

flow

None

of the given options

8. “Performance comes effortlessly” refers to

_____ stage of learning according to psychologists.

Unconscious
incompetence

Conscious
incompetence

Conscious
competence

Unconscious
competence

9. There are _____ levels of the CMM.

Four
Five
Six
Three

10.
The underlying cause(s) of TQM deficiencies is (are):

The
failure of managers to understand the concept of quality

Costly
implementation of quality management system
Lack
of employee involvement
All
of the given options

1.
Leaders:

a. Push
rather than pull

b. Must
be trustworthy but not necessarily courageous

c. Know
where they want to go

d. Need
to dictate

2.
The Steering Committee must develop:

a.
Mission statement

b.
Continual improvement

c.
Vision statement

d.
All of the above

3.
One thing that the implementation plan must provide is:

a.
Short-term focus

b.
Leadership delegation

c.
Vision statement

d.
Training

_____ provides information on how productivity and quality can be continuously improved through problem identification.

Statistical
quality control

**Statistical
process control**

Tree

Diagram

None

of the given option

_____ is a graphic tool for
defining the relationship between customer desires and the firm/product
capabilities.

House of Quality

Affinity diagram

Arrow diagram

None of the given option

TRUE

OR FALSE

6.

The affinity diagram is used to bring logic to the
process of identifying relationships among the various ideas recorded on the

tree diagram. **False**

7. Total

quality implementation must not be delegated. **True**

8. Competitive and benchmark data are essential for 

planning quality leadership because they make possible clear and objective quality comparisons. **True**

9. Deployment refers to the extent to which the approaches

are applied to all relevant areas and activities addressed and implied in the examination items. **True**

10. It is

best to apply SPC to all processes at once. **False**

Admin

Administrator

Number of posts: 8058

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Re: MGMT 510 TQM All Quiz

by **Admin** on Sat Jan 23, 2010 12:58 pm
Solution of Quiz

1 What is
quality?

Meeting and exceeding the customer's expectations

Adding extras to make the customer happy

The degree to which the project meets requirements

Conformance to management's objectives

2 All of the
following are the grounds to give birth to total quality approach

EXCEPT:

Obsession with quantity

Confusion and poor leadership

One employee in charge

Political disorder

3 All of the following are the major decision areas in supply chain management

EXCEPT:

Location

Production

Inventory

Pricing

4 Which of the following is true for subsystems?

These are not linked together as internal customers and

suppliers

These are linked together as external customers and suppliers

These are linked together as external and internal customers and suppliers

These
are linked together as internal customers and suppliers

5 In which of the following operations great deal of variations can occur?

Manufacturing

Financing

Purchasing

Selling

6 With total quality perspective, employees are empowered to think and make

recommendations for which of the following?

Continual

improvement

One time check

After completion check

Incremental improvement

7 Which one of the following depicts durability – a dimension of quality?

Exterior finish

Quality of work

Useful life

Ease of repair

8 Which of the following statements is TRUE for total quality?

Stresses on learning and adaptation to change

Ability to repair a product quickly and easily

Establishing and measuring service levels may be difficult

A primary operating characteristic of product

9 What is the objective of a TQM system?

Continuous improvement

Continual improvement

Business improvement

Process improvement

10 Which of the following results in low costs?

High productivity and high capacity utilization

Low productivity and low capacity utilization

Low productivity and high capacity utilization

High productivity and low capacity utilization

Admin

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Number of posts: 8058



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Re: MGMT 510 TQM All Quiz

by **Admin** on Sat Jan 23, 2010 12:58 pm

Total Quality Management (MGMT 510) Quiz: 03

Marks: 20 Semester: Spring 2008

This Quiz covers lessons: 29-32.

1 In the process of acquiring the certificate of ISO 9000, which step follows the

step of setting the registration objective?

a. Develop and implement the QMS

b. Perform self-analysis audit

c. Submit quality manual for approval

d. Select the appropriate standards

2 In the process of acquiring the certificate of ISO 9000, which step follows the

step of pre-assessment by registrar?

a. Take corrective action

b. Obtain ISO registration

c. Perform self-analysis audit

d. Select a third party registrar

3 In the process of acquiring the certificate of ISO 9000, which step follows the

step of developing and implementing the quality and management system?

a. Set the
registration objectives

b. Select a third party registrar

c.
Pre-assessment by registrar

d. Take
corrective action

4 In the
process of acquiring the certificate of ISO 9000, which step follows the

step of selecting the appropriate standards?

a. Perform
self-analysis audit

b. Submit
quality manual for approval

c. Develop and implement the QMS

d. Take
corrective action

5 In the process of acquiring the certificate of ISO 9000, which step follows the step of selecting a third party registrar?

a. Take corrective action

b. Obtain ISO registration

c. Perform self-analysis audit

d. Final assessment by registrar

6 In the process of acquiring the certificate of ISO 9000, which step follows the step of performing self-analysis audit?

a. Final assessment by registrar

b. Set the registration objectives

c. Develop and implement the QMS

d. Submit quality manual for approval

7 In the process of acquiring the certificate of ISO 9000, which step follows the

step of submitting quality manual for approval?

a. Pre-assessment by registrar

b. Take
corrective action

c. Perform
self-analysis audit

d. Develop and
implement the QMS

8 Which of the following is TRUE for higher costs of quality?

a. Doing the wrong thing in the wrong way

b. Doing the
wrong thing in the right way

c. Doing the
right thing in the wrong way

d. Doing the
right thing in the right way

9 For what
duration is the ISO certification valid for any organization?

a. 5 years

b. 4 years

c. 3 years

d. 2 years

10 Identify the
core leadership skills among the following.

a. Vision

b. Empowerment

c. Value
congruence

d. Intuition

e. Skilled
labor

f. Gross motor

a. a, b, c and
f

b. b, c, d, and
e

c. c, d, e, and
f

d. a, b, c, and d

11 The primary requirement for organizational excellence is strategic focus.

True

False

12 The primary requirement for organizational excellence is tactical focus.

True

False

13 Japanese companies mostly are not ISO certified because they think they are

beyond the requirements of ISO.

True

False

14 The means for staff to perform their tasks right the first time is a benefit of

implementing the quality management system.

True

False

15 The means for documenting the company's experience in a structured manner is

not a benefit of implementing the quality management system.

True

False

Admin

Administrator

Number of posts: 8058



Rate by Admin:



Reputation: 22



Re: MGMT 510 TQM All Quiz

by **Admin** on Sat Jan 23, 2010 12:59 pm

16 The implementation of the quality management system requires objective evidence.

True

False

17 The implementation of quality management system does not bring clarity and

transparency to duties and responsibilities.

True

False

18 The implementation of quality management system does not make export marketing easier.

True

False

19 With the implementation of quality management system the company cannot secure greater customer loyalty.

True

False

20 With the implementation of quality management system the company's

customer will not receive products or services of a

known level of quality that is

independently audited.

True

False

MGMT510 - TOTAL QUALITY MANAGEMENT - IMPORTANT QUESTIONS

What is quality for any organization?

A
solution

A problem

A specification

A project

What kind of decisions did the managers make in the old paradigm?

Strategic positioning based on warfare models

Product positioning based on warfare models

Market positioning based on warfare models

Strategic and product positioning based on warfare models

What is the traditional view of quality?

Quality is measured by establishing an acceptable level of conformance

Quality is measured by establishing an acceptable level of employee satisfaction

Quality is measured by establishing an acceptable level of nonconformance

Quality is measured by establishing an acceptable level of both conformance and nonconformance

When was the definition of total quality endorsed?

In 1950

In 1970

In 1985

In
1992

Customers want an excellent product or service from an organization that also provides which of the following?

A heartiest welcome

Explicit costs

Reliable
delivery and after purchase support

Implicit costs

Service standards are usually hard to measure because of the following reason?

Service standards are intangible

Service standards are unaccountable

Service
standards are judgmental

Service standards are invariable

Which of the following is required to ensure quality?

Absence of wastage

**Absence
of defects**

Absence of variations

Absence of specifications

Asking for examples, pictures, diagrams, and data in meetings, refers to which of the following?

Acting as gatekeepers

Closing the discussion

**Asking
for clarification**

Testing for consensus

The user-based view of quality is popular among the

people of which of the following area?

Accounting

Banking

Physics

Marketing

Motorola was committed to which of the following campaigns in 1980s?

Zero defect

Six
sigma

Benchmarking

Cause-and-effect analysis

What are the ISO (International Organization for Standardization) series standards for industries such as aerospace?

QS 9000

AS

9000

TL 9000

ISO/TS 16949

Juran advocates a never-ending spiral of activities that includes all of the following EXCEPT:

Product development

Workers

Inspection and testing

Purchasing

To increase the awareness and involvement of people, employee training should cover all of the following EXCEPT:

The vision for the future of the organization

The organization's policies and objectives

Organizations's intangible resources such as intellectual property ??

The initiation and implementation of improvement

activities

Which of the following is a follow up activity relating to internal audit?

Collection of quality cost data

Questionnaires and surveys

**Verification
of implementation**

Utilization of technologies

All of the following are the consideration of the organizations when analyzing how all the processes interact to make sure that all processes operate as an efficient network EXCEPT:

Ensuring inputs, activities and outputs are clearly defined and controlled

Managing risks and opportunities

**Monitoring
inputs and outputs to confirm that, group processes are unrelated**

Establishing data analysis that facilitates continual improvement across all processes

Which of the following is a valid statement about design and development outputs?

It identifies and rectifies against potential conformance

It is used where excess in product will only be apparent in use

It insignifies and conceals the significant features of the processes

It
meets the input requirements for design and development

Against which of the following scales, the Capability Maturity Model can be used to assess an organization?

Three process maturity levels

Four process maturity levels

Five
process maturity levels

Six process maturity levels

In the levels of organizational maturity, the dysfunctional system precedes which of the following systems?

Awakening System

Developing System

Maturing System

World Class System

Which of the following is TRUE for lower costs of quality?

Doing the wrong thing in the wrong way

Doing the wrong thing in the right way

Doing the right thing in the wrong way

**Doing
the right thing in the right way**

Which of the following defines the boundaries of the business in which the organization operates?

Vision

Mission

Plan

Objectives

What are the core competencies of leadership?

Activities that get the opportunity to meet many people with similar interests

Activities and processes needed to meet customers' minimum requirements

Activities that gives you an opportunity to learn and experience new things

Activities

that underpin competitive advantage and are difficult for competitors to copy

Which of the following is NOT an organizational weakness?

Obsolete facilities

Obsolete processes

Weak management team

Higher
quality competitors ??

Which of the following base all actions, activities, and decisions on what is most likely within an ethical framework to ensure successful performance in the marketplace?

Operation Management

Strategic
Management

Financial Management

Network Management

Total quality relates to which of the following which enhances an organization's ability to gain a sustainable competitive advantage in the marketplace?

Operation Management

Strategic
Management

Financial Management

Network Management

Which of the following is a communication tool used to tell a story of how value is created for the organization?

Injective map

Strategy map ???

Surjective map

Bijjective map

Under which perspective of the balance scorecard, would you classify inventory management measurement?

The customer perspective ??

The business process perspective

The financial perspective

The learning & growth perspective

Under which perspective of the balance scorecard, would you classify corporate goals measurement?

The customer perspective

**The
business process perspective ??**

The financial perspective

The learning & growth perspective

Under which perspective of the balance scorecard, would you classify operating cost management measurement?

The customer perspective

The business process perspective

The financial perspective

The learning & growth perspective

Under which perspective of the balance scorecard, would you classify average time to process orders measurement?

The customer perspective

The business process perspective

The financial perspective

The learning & growth perspective

Under which perspective of the balance scorecard, would you classify number of strategic skills learned measurement?

The customer perspective

The business process perspective

The financial perspective

The learning & growth perspective

All of the following are the examples of product concerns from customers and end-users EXCEPT:

Conformance

Transportation

Availability

Delivery

Brainstorming refers to which of the following?

Mess Finding

Fact Finding

Problem Finding

Idea
Finding

The Pareto Principle is a technique used by quality managers to determine the quality control problems concerning a particular service or manufacturing process to be corrected. Which of the following statements best represents the problems employed by this principle?

In order to minimize financial losses, all problems should be corrected

The majority of defects are caused by a small percentage of the identifiable problems.

In order to achieve zero defects, all quality control problems should be corrected

Generally, 80% of the quality control problems are justifiable for correction via cost-benefit analysis.

Which of the following helps you distinguish between normal and unusual variation in a process?

Control Chart

Cause and effect diagram

Pareto Chart

Scatter Diagram

The observation in the 'middle' of sorted data is called:

Mode

Median

Range

Variance

Which of the following is the contributor to materials as a cause in free-throwing cause-and-effect diagram?

Basketball

Games

Video camera

Touched rim

Which of the following is the contributor to equipments as a cause in free-throwing cause-and-effect diagram?

Basketball

Games

**Video
camera**

Touched rim

In which of the following teams, the team members communicate by computers, take turns as leaders, and jump in and out as necessary?

**Virtual
teams**

Quality circles

Management teams

Natural work teams

Which of the following is performed in the process of benchmarking?

To collect related and structured activities that produce a specific product

To plan and control the performance of any type of activity

To

compare external data collected to the internal data collected

To create goods and services that meet needs and wants of customers

Which of the following is NOT the responsibility of organization regarding Competence, Awareness and Training of employees?

To

implement the country's legal requirements for efficient transportation of people

To make training available to employees or take other actions to satisfy competency needs

To determine the necessary competence for employees performing work affecting product quality

To ensure that employees are aware of the relevance and importance of their activities

You know how to paint, but your reactions are not automatic---- you have to work at it. This statement refers to which of the following stages of learning?

Unconscious incompetence

Conscious incompetence

Conscious competence ??

Unconscious competence

Mouser Electronics determines, collects, and analyzes data to demonstrate the continuing suitability and effectiveness of quality management system. What will be the contents of data used for such analysis ? 3

What are the responsibilities of the owner of a critical success factor? 3

What are the advantages and uses of a fish bone

diagram? Marks=2+1)

The policy of ABC Machine Works Ltd. is to provide products and services that meet the requirements of our customers in accordance with our quality policy. How the management and employees of this company are committed to achieving this policy? 5

Compare and contrast run charts and control charts. 5

Explain the following in the light of seven-step method for problem solving: Marks=5+5)

- Collect and Analyze Data

- Identify the Root Cause

Differentiate between control limits and specification limits. 10

Admin

Administrator

Number of posts: 8058



Rate by Admin:



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Re: MGMT 510 TQM All Quiz

by **Admin** on Sat Jan 23, 2010 12:59 pm

MIDTERM

EXAMINATION FALL 2007 Marks: 40

MGMT510 - TOTAL QUALITY MANAGEMENT (Session

Which of the following is the odd one out?

Peter Drucker

Philip Crosby

W. Edwards Deming

Kaoro Ishikawa

One of the most effective means of implementing quality initiatives for executive management is to:

Establish
quality goals tied to organizational performance

Conduct meetings on quality and demonstrate support for initiatives

Make public announcements explaining the company's quality goals

Hire a quality consultant to develop a total quality plan and lead its implementation

ISO 9000 certification:

Aims to promote top management's commitment to TQM

Certifies products and their manufacturing processes

Does not apply to service industries

Is seen as a customer requirement

According to Crosby, most companies spend _____ percent of their sales dollars on quality costs.

15 to 20

20 to 25

25 to 30

None of the given options

The control of quality involves the following processes except:

Assess actual
quality performance

Compare
performance with goals

Act on
differences between performance and goals

None of the given options

Methods of continuous improvement include _____.

Six Sigma

Lean Production

Kaizen

All
of the given options

Shareholder is an example of _____.

Internal
customer

External
customer

Investor customer

Social customer

_____ concepts are referred to as statistical
quality control (SQC).

Shewhart's

Deming's

Juran's

Crosby's

_____ is the judge of quality.

Customer

Supplier

Producer

None of the given options

_____ is not an example of organization.

Factory

Mosque

Hospital

None
of the given options

Deming cycle was developed to link the production of a product with consumer needs.

True

False

Avoidable costs are related to preventing defects.

True

False

Total quality requires a set of guiding principles.

True

False

??

Crosby is best known for his advocacy of zero defects management.

True

False

The Six Sigma is a new filed separate from the total quality philosophy.

True

False

How would you establish a system to measure customer satisfaction?

Question No: 17
(Marks: 5)

Which of the quality gurus, in your view, have most significantly influenced the quality

movement since World War II?

Question No: 18
(Marks: 5)

Discuss the various types of quality costs. What kind of costs should a firm be more

concerned with and why?

Question No: 19
(Marks: 10)

Discuss the absolutes of quality in context to the organization you are working in or are

familiar with.

Being
a quality control manager you are supposed to visit a restaurant of your area,
how would you measure its quality

Deming's 14/7 as a guideline

Discuss the importance of the 3C concept in PCAP's implementation of Total Quality Management

You are planning to open an internet café and have secured the necessary

capital. Your aim is to attract both regular customers and passing trade. Discuss

the key implications of this for the management of the business.

Question

Why do you think that companies in the United States were slow to adopt the

quality management principles Japanese companies had used to gain market share

worldwide?

Being the manager of XYZ, the ISO 9000:2000 certified company, what type of

problems you encountered while implementing ISO 9000:2000, and what steps you

took to handle such problems?

Admin

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Re: MGMT 510 TQM All Quiz

by **Admin** on Sat Jan 23, 2010 1:00 pm

**FINALTERM EXAMINATION FALL 2007 MGT510 - TOTAL QUALITY
MANAGEMENT (Session -2)**

Marks: 60Time: 150min

Exam Date: Thursday, March 06, 2008 

Which of the following statements best describe the
acronym SWOT?

Specific, Witness, Opportunities, and Time

Single, Weaknesses, Occasion, and Tactics

Strengths,
Weaknesses, Opportunities, and Threats

Strategic, Weaknesses, Objectives, and Tactics

Which of the following is NOT a law of organizational change?

Involve
everyone affected by change in making it ??

Be prepared to listen and observe

Trust people with dignity and respect

Understand the history behind the current culture

The most effective leaders can be found in what part of an organization?

Top-level
management

Mid-level management

Lowest paid wage earner

All of the given options

Which of the following character traits promote successful teamwork?

Honesty

Controlling

Accountability

Bossy

Which of the following statements outlines the relationship factor?

ISO 9000 and total quality are not in competition

ISO 9000 and total quality are not interchangeable

ISO 9000 is compatible with total quality

**All
of the given options**

What is the only tool of the seven tools that is not based on statistics?

Pareto Chart

**Fishbone
Diagram**

Scatter Diagram

Histogram

What portion of the QFD house explanation is where customer requirements are converted into manufacturing terms?

The wall

The roof

The middle

The bottom

The most common inhibitor of SPC is:

Inadequate training

Lack of resources

Failure to have processes under control

Low production rates

Little Q regards the customer as:

The person who buys the product

All people involved, internal, and external

The decision-maker

Having continually changing needs

Which of the following behavior best describes the concept of benchmarking?

Unethical

Illegal

Industrial espionage

None
of the given options ??

Which of the following statements is considered true concerning the affects of global integration?

It has helped fuel economic growth throughout the industrialized world

It can be the Achilles heel of economic growth

Downturns in one country can now have a ripple effect that quickly spreads to other

countries

All
of the given options

Which of the following statements is not true about Total Quality Management (TQM)?

TQM is focused on improving product and customer service quality

TQM is expensive to initiate

TQM requires top management support

TQM
requires ISO 9000 certification

Which of the following may be a dimension of quality?

Performance

Conformance

Reliability

Durability

According to Juran trilogy, quality control involves which of the following process(es).

Assessment of actual quality performance

Comparison of performance with goals

Action on differences between performance and goals

All
of the given options

is

best known for his zero defects management.

Crosby

Deming

Juran

None of the given options

The need to improve an organization's financial condition correlated directly with the process of making and measuring quality improvements.

True

False

SWOT Analysis is the only step needed in the strategic planning process.

True

False

The concept of quality has often been defined, from a

transcendent view, as innate excellence.

True

False

Quality materials produced by Juran have been translated into 12 different languages.

True

False

Philosophy helps us to understand people, interactions between people and circumstances.

True

False

According to view quality means meeting or exceeding customer expectations.

Poorly trained operator is an example of .

Six Sigma was developed by to improve its business processes.

ISO 9001 and ISO 9004 are known as .

Scatter diagram is used to measure between two variables.

Question No: 26 (
Marks: 5)

Explain the total quality philosophy of training.

Question No: 27 (
Marks: 5)

Explain the purpose of a Pareto Chart. Give an example of when it should be used.

Question No: 28 (
Marks: 5)

Why do some quality initiatives fail?

Question No: 29 (
Marks: 10)

Defend the statement that the operator of the process should be the owner and data plotter of the control chart, as opposed to a person from quality assurance or engineer.

Question No: 30 (
Marks: 10)

Explain the following statement “Successful implementation of empowerment requires

change in the corporate culture.”