Total Quality Management – MGT510

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

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

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
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

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
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 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 is 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:

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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**

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

Select correct option:

*Western markets

Eastern markets

Northern markets

Southern markets

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
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

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

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
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?

8

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
Which of the following models value stability?

Select correct option:

Organism model

*Mechanistic model

Cultural model

Total Quality model

Who stressed that systems must be focused toward a purpose?

Select correct option:

Crosby

Ishikawa

Taguchi

*Deming

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 craftsperson 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 9001 and ISO 9004*
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
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

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