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MGT510- Total Quality Management

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Mega File of Final term Papers & Solved Quizzes

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

With the total quality perspective, there is an emphasis on continuous improvement of which one of the following?

- ▶ Products and people only
- ▶ Processes and people only
- ▶ Products, processes, and purpose
- ▶ Products, processes, and people **Correct**

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

To beat the competition, organizations often must exceed which of the following?

- ▶ Customer specifications
- ▶ Customer expectations **Correct**
- ▶ Customer knowledge
- ▶ Customer beliefs

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

According to Shewhart, how the fraction of nonconforming items produced by a manufacturing process is studied?

- ▶ Mathematically
- ▶ Scientifically
- ▶ Statistically **Correct**

- ▶ Physically

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

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

- ▶ Zero defect
- ▶ Six sigma **Correct**
- ▶ Benchmarking
- ▶ Cause-and-effect analysis

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

Who has formally linked inspection to quality control?

- ▶ G.S. Radford **Correct**
- ▶ Fredrick W. Taylor
- ▶ C.T. Friel
- ▶ F.S. Brackett

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

Which of the following statements is TRUE about most of the quality problems?

- ▶ These originate in the quality department where the ultimate responsibility for quality rests
- ▶ These originate on the shop floor because of waste and product rework
- ▶ These are the results of management's lack of attention to potential quality improvement ideas **Correct**
- ▶ These could be eliminated if shop supervisors monitor their workers more closely

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

Which of the following are the factors that are present as a natural part of a process?

- ▶ Common causes of variation **Correct**
- ▶ Special causes of variation
- ▶ Red tape causes
- ▶ Root causes

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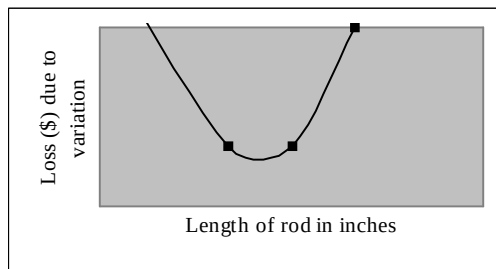
Question No: 8 (Marks: 1) - Please choose one

When was Systems theory refined?

- ▶ 1910s to 1930s
- ▶ 1930s to 1950s
- ▶ 1950s to 1970s **Correct**
- ▶ 1970s to 1990s

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

Who represented the following graph?



- ▶ Feigenbaum
- ▶ Taguchi **Correct**
- ▶ Deming
- ▶ Shewhart

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

Which of the following is the arrangement established for validation of processes for production and service provision?

- ▶ Use of suitable equipment
- ▶ Requirements for records
- ▶ Undefined criteria for review **Correct**
- ▶ Packaging materials

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

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 **Correct**

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

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

- ▶ Dysfunctional System **Correct**
- ▶ Developing System
- ▶ Maturing System
- ▶ World Class System

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

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

- ▶ Dysfunctional System
- ▶ Awakening System
- ▶ Maturing System **Correct**
- ▶ World Class System

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

Which of the following statements is TRUE about mission statement?

- ▶ "The how-to" statement
- ▶ It precedes the vision statement **Correct**
- ▶ It is the picture of company
- ▶ "What do we want to become" statement

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

Which of the following is NOT an organizational external opportunity?

- ▶ Availability of new customers
- ▶ Removal of barriers that inhibit growth
- ▶ Entry of lower cost competitors **Correct**
- ▶ Market expansion for existing products

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

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

- ▶ The customer perspective
- ▶ The business process perspective
- ▶ The financial perspective **Correct**
- ▶ The learning & growth perspective

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

Under which perspective of the balance scorecard, would you classify percent sales from new products measurement?

- ▶ The customer perspective
- ▶ The business process perspective
- ▶ The financial perspective
- ▶ The learning & growth perspective **Correct**

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

Under which perspective of the balance scorecard, would you classify reduction in unit costs measurement?

- ▶ The customer perspective **Correct**
- ▶ The business process perspective
- ▶ The financial perspective
- ▶ The learning & growth perspective

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

Brainstorming refers to which of the following?

- ▶ Mess Finding
- ▶ Fact Finding
- ▶ Problem Finding **Correct**
- ▶ Idea Finding

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

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. **Correct**

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

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

- ▶ Basketball
- ▶ Games
- ▶ Video camera **Correct**
- ▶ Touched rim

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

What should be the responsibility of managers regarding Quality?

- ▶ To ensure that purchased product conforms to specified purchase requirements **Correct**
- ▶ To act as government officials in the cases of investigation
- ▶ To assist in securing their performance by other lawyers
- ▶ To enroll in the courses for which they are asking

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

Customer satisfaction is the measurements of the performance of the quality management system. What should be the responsibility of organization regarding Customer Satisfaction?

- ▶ To enforce federal, state laws along with city ordinances
- ▶ To implement the country's legal requirements for efficient transportation of people **Correct**
- ▶ To improve the effectiveness of the quality management system
- ▶ To apply new professional engineering approaches and techniques

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

Which of the following stages of learning refers that "You does not know that you do not know"?

- ▶ Unconscious incompetence **Correct**
- ▶ Conscious incompetence
- ▶ Conscious competence
- ▶ Unconscious competence

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

Which of the following stages of learning refers that "You learn to do, but with a conscious effort"?

- ▶ Unconscious incompetence
- ▶ Conscious incompetence
- ▶ Conscious competence **Correct**
- ▶ Unconscious competence

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

The Sitara Corporation has an established "game plan" for its business operations. This game plan reflects the company's awareness of how and where it should compete and against whom the competition should take place. It can be stated that this organization has established which of the following?

- ▶ Goal
- ▶ Vision
- ▶ Policy
- ▶ Strategy **Correct**

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

In which of the following perspectives of a balanced scorecard, the metrics allow the managers to know how well their business is running, and whether the products and services conform to customer's requirements?

- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ The learning & growth perspective
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ The business process perspective
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ The customer perspective **Correct**
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ The financial perspective

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

ABC organization has selected the objectives for ISO registration, now what should be the next step.

- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Submit quality manual for approval
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Develop and implement the QMS
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Set the registration objectives **Correct**
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Selection of appropriate standard

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

Being a manager, you are handling customers' complaints, for this purpose you are using different quality tools. Which of the following sequence is most suitable in this regard?

- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Scatter diagram, Flow chart, Histogram
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Fishbone diagram, Check sheet, Pareto diagram
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Pareto diagram, Fishbone diagram, Flow chart

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☐ ☐ ☐ ☐ ☐ ☐ ☒ None of the given options **Correct**

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

There is a high probability for getting a value closer to the mean if:

- ▶ s is equal to m
- ▶ s is small
- ▶ s is large
- ▶ None of the given options **Correct**

Question No: 31 (Marks: 1) - Please choose one

Which of the following levels of management is mostly a part of steering committee?.

- ☐ Middle Level Management
- ☒ Top Level Management **Correct**
- ☐ Operational Level Management
- ☐ None of the given options

Question No: 32 (Marks: 1) - Please choose one

Population of Pakistan is increasing at a faster rate. Which of the following theories relates to the mindset to utilize a large number of human resources for increasing the productivity?

- ☐ ☐ ☐ ☐ ☐ ☒ Theory of Scarcity
- ☐ ☐ ☐ ☐ ☐ ☒ Theory of Abundance
- ☐ ☐ ☐ ☐ ☐ ☒ Theory of Constraints
- ☐ ☐ ☐ ☐ ☐ ☒ None of given options
- Correct**

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Question No: 33 (Marks: 3)

The President of Samsung Electronics has appointed the Manager Quality as 'Management Representative'. Discuss the authority and responsibility of the Management Representative.

Authority and Responsibility:

- a) To ensure that needed process for the quality management system are established, maintained and implemented.
- b) To report to top management regarding the performance of the quality management system and any improvement. if required.
- c) To ensure the awareness of customer requirements throughout the organization.

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Question No: 34 (Marks: 3)

Flow chart is an effective tool for data collection and analysis. Comment on this statement.

Ans:

This is right flow chart is effective tool for data collection and analysis but it not gives a detailed picture. It normally helps people to visualize simple but important changes that could be happen in process. It also uses to identify the quality problems and areas for improvement.

Question No: 35 (Marks: 3)

What are the qualities of an effective team and the circumstances in which teams realize that the plan is not improved? (Marks=2+1)

Ans:

Qualities

- 1- Effective team must achieve its goals
- 2- It improves the quality performance quickly.
- 3- Team must maintain and increase its strength as a unit.

Plan is not improved in below circumstances if it happens.

- 1- Goals are not clear
- 2- Improvement plan is not available
- 3- Roles are not defined properly
- 4- Loose communication

Question No: 36 (Marks: 5)

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?

Ans:

When a company is committed to provide the products and services that meet the requirements of our customers in accordance with their quality policy then it means company has some quality policy and certifications from third party due to which are providing they are assured of product and services.

Because in company quality policy it is stated that company will follow the international and health related standards to provide the best product and services to others.

Like in ISO 9001:2000, quality management system is described and company have to follow it to remain ISO certified.

Question No: 37 (Marks: 5)

Performing is one of the stages of Team Growth. What can be the feelings of leader during this stage? Also discuss the role of a leader in “Performing”? (Marks=3+2)

Ans:

Performing stage is very critical state for a leader because this is the time of to show and deliver something to others. To prove himself as leader.

In this stage leader has to proven his role as a leader. As a leader he has to guide his team, motivate his team, take the responsibility and finish the work with team work.

Communicate everything clearly to team to perform at this stage. A leader should take his team as a unit with increasing strength with the passage of time.

Question No: 38 (Marks: 5)

Explain how the solution is planned and implemented in the seven-step method for problem solving.

Question No: 39 (Marks: 10)

Like many other companies, Toppan Printing Company wants to adopt policy deployment. What will be the procedure to adopt such process?

Ans

This policy is deployed by Japanese. Name is Hoshin Planning which also named as Policy Deployment.

Policy deployment is a systems approach to managing change in critical business processes. It emphasizes organization-wide planning and setting of priorities, providing resources to meet objectives, and measuring performance as a basis for improving performance.

Policy deployment is essentially a TQ-based approach to executing a strategy.

In policy deployment top management is responsible for developing and communicating a vision,

then building organization-wide commitment to its achievement.

Policy deployment provides frequent evaluation and modification based on feedback from regularly scheduled audits of the process. Plans and actions are developed based on analysis of the root causes of a problem, rather than only on the symptoms. Planning has a high degree of detail, including the anticipation of possible problems during implementation. The emphasis is on the improvement of the process, as opposed to a results-only orientation.

For example, to illustrate the need for policy deployment, let us consider the following case:

A president of an airline company believes in safety and makes it as corporate goal and announced that make sure that safety is maintained throughout the company. Now every

one is believe in safety as a job. But in this policy deployment safety is not practicing it is only lipsing. But if president states that safety is a company policy and one safety manger will look after this then this policy should be practicing.

If we see the procedure than it starts with the senior managers of the company. The senior managers establish the vision and core objectives of the company.

“Middle management negotiates with senior management regarding the goals that will achieve the objectives. Goals specify numerically the degree of change that is expected. Strategies specify the means to achieve the goals. They include more specific actions to be taken.

Middle managers are responsible for managing the resources to accomplish the goals.

Middle

Management then negotiates with the implementation teams regarding the performance measures that are used to indicate progress toward accomplishing the strategies.

Question No: 40 (Marks: 10)

Individuals must continue to learn. Complete understanding of how things work involves learning disciplines. What are those disciplines? Explain them briefly.

Ans

As per the current period of learning, an individual should continue to learn, gain knowledge. Prof of MIT portrays, Peter Senge, said organizational learning is not only linked with knowledge, it is beyond that and organizational learning needs a deeper and a complete understanding of how things work involving learning discipline. It involves five learning disciplines.

1- Team Learning:

In this learning discipline, use of dialogue is very much important. A person should learn that how to deliver the dialogue and better conversation to understand the things to others.

2- Shared Vision:

In this discipline, all members are working jointly for a common goal or view for which all are seeking. All members shared their visions and then commonly working on common goal.

3- Mental Models:

In this model, we have to understand that how our cognitive schema affects our view of the world. Because after training of this learning discipline our view of world is changed. In continues learning model could be more accurate.

4- Personal Mastery:

In this discipline, both type of continuous improvement is involved i.e. a personal and organizational. A person is continuing to drive himself for improvement and also for organization development.

5- System Thinking

In this, we have to learn the multiple cause effect relationships, how and why they occurred. We also have to learn that how they are interconnected in organization and society. How organization and society affect each other.

Mgt510 Total Quality Management

Spring Fall Final Term 2011

19-02-2011



1. What should be the responsibility of managers regarding Identification and Traceability of product?

- To enforce federal, state laws along with city ordinances
- **To identify the product by suitable means throughout product realization**
- To implement the country's legal requirements for efficient transportation of people
- To apply new professional engineering approaches and techniques

2. Why is there a need for identification and traceability for control of products?

- Due to packaging materials
- Due to use of suitable equipment
- Due to requirements for records
- **Due to risk mitigation**

3. 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 employee satisfaction

4. Customer needs must be linked to which of the following?

- Organization's strategic planning, process improvement and finances
- Product design, product development and process improvement and tax returns
not sure
- Organization's strategic planning, product design and process improvement
- Process improvement, managerial planning, accounting tactics, and finances

5. When was the definition of total quality endorsed?

- In 1950
- In 1970
- In 1985
- **In 1992**

6. When were the behavioral theories developed?

- 1930s
- 1940s
- 1950s
- **1960s**



7. Edward Deming is best known for which of the following?

- Acquisition Integration Approaches
- **Seven Deadly Diseases**
- Brand Personality
- ERG Theory

8. By whom was the Deming Application Prize instituted in 1951?

- **Union of Japanese Scientists and Engineers**
-

9. Which of the following is NOT a requirement of ISO 9001:2000?

- Processes to describe and monitor, what each customer wants
- Processes to measure and analyze customer satisfaction
- **Demonstration of continual improvement of internal process and customer satisfaction**
- Environmental Policy to be in existence within the organization

10. All of the following are the responsibilities of top management EXCEPT:

- Setting policies and objectives and leading the organization
- Provision of organization structure and resources
- Maintenance of current performance
- **Implementation of short-term plans and dealing with the routine work of their team**

11. 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

12. 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

13. What should be the responsibility of managers regarding Identification and Traceability of product?

- To enforce federal, state laws along with city ordinances
- **To identify the product by suitable means throughout product realization**
- To implement the country's legal requirements for efficient transportation of people
- To apply new professional engineering approaches and techniques

14. SPC focuses on the process to produce the output. The use of SPC results in the form of

- **Both the consistency in product and satisfied customer**
- Consistency in product only
- Satisfied customer only
- Fluctuation in customer's demands only

15. Attribute process control charts are used for:

- Defect Prevention
- Process improvement
- Defect Deductions
- None of the given options

16. Which of the following is used to detect changes in variation within sub-groups?

- X-Bar Chart
- R- Chart
- P-Chart
- C-Chart

17. Which of the following will fall in the category of non conformity if the range for the length of a yard stick is ± 1000 mm?

- Yard stick which is 999 mm long
- Yard stick which is 1001 mm long
- Yard stick which is 1000.99 mm long
- Yard stick which is 1001.01 mm long

18. An effective team has all the characteristics EXCEPT:

- Goal centered
- Supportive
- Openness
- Self centered

19. Which of the following teams should be formulated if marketing department of ABC Company reports some problem regarding product design?

- Steering committee
- Self managed team
- Cross functional team
- Project team

20. Which of the following skills is most important for Self Managed Teams?

- Conceptual skills
- Technical skills
- Social Networking skills
- Writing skills

21. Implementation of Enterprise Resource Planning (ERP) system to gain a competitive advantage is an example of

- Vision
- Mission
- **Strategies**
- Action plans

22. Balance score card is a quality planning tool which is implemented to the companies intending to reach at

- Level 1
- Level 2
- Level 4
- **Level 7**

23. You are working in an organization which is manufacturing leather bags. The purchase of leather from supplier will be the

- Key performance indicator
- Critical success factor
- Core process
- **None**



24. How can the quality be computed?

- $\text{Quality} = \text{Expectation/Performance}$
- **$\text{Quality} = \text{Performance/Expectation}$**
- $\text{Quality} = \text{Performance} + \text{Expectation}$
- $\text{Quality} = \text{Performance} - \text{Expectation}$

25. 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**

26. Soft system thinking is used in which of the following situations?

- Friendly, certainty or ease in relationships
- Certain and distinct relationships
- **Disciplined, organized and lively culture**
- Conflict, uncertainty or unease in relationships

27. Total quality organizations expect to make at least improvements

➤ **10 or more improvements per employee per year**

- 40 or more improvements per employee per year
- 60 or more improvements per employee per year
- 80 or more improvements per employee per year

28. Which of the following is not a tenet of Crosby?

- Conformance to requirements.
- Zero defects
- Fitness for use
- Quality is free

29. The quality dimension that relates to the expected operational life of a product is:

- Durability.
- Serviceability.
- Perceived Quality.
- **Reliability.**



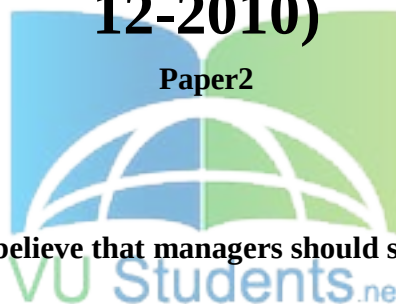
Short Questions

1. **How can we differentiate b/w leadership and management in an organization?** **3**
2. **What are the various responsibilities of a steering committee and how can the leader of a team make the team members aware of the group process?** **3**
3. **What are the basic types of statistical process control charts and how can you compute the upper control limit and the lower control limit?** **3**
4. **Explain appraisal costs with the help of examples.** **3**
5. **Using the quality control tool of run chart, discuss that how it can help in managing absenteeism in a production based organization.** **5**

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6. What are the requirements of total quality for human resources and how can the managers ensure empowerment in the organization? **5**
7. Discuss the motivational factors that stimulate companies to obtain ISO certification. **5**
8. What are the various approaches that the organizations use to achieve cost leadership for high volume products? How can the benefits resulting from cost leadership be cancelled out? **5**

MGT510 Total Quality Management (5-12-2010)



Q.No.1: Why did Deming believe that managers should stop decision purely based on cost? **3marks**

Q.No.2: The European Quality Award is divided into two parts to whom these are awarded? **3marks**

Q.No.3: What were the structured rationality and philosophy towards change in the mechanistic model? **(2.5+2.5) 5marks**

Q.No.4: The (SPIOC) Supplier-Input-Process-Output-Customer diagram induced a high levelmap the process that “map out its basic steps” Explain the element of this process? **5marks**

Q.No.5: Briefly explain as to how a management can be improved? **5marks**

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Paper3

Q.No.1: How does Juran's Philosophy fit wall into existing management? **3Marks**

Q.No.2: How quantity is defined by the five leaders in quantity revolution? **3marks**

Q.No.3: Mutually beneficial supplier's relationship and process approach benefits? **5marks**

Q.No.4: Briefly explain as to how a management can be improved? **5marks**

Q.No.5: Why did Deming believe the business should not exist simply for profit? **5marks**

Total Quality Management – MGT510

Note: Choices with marked * are verified answers

Quiz no.1

Question # 1 o f 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**

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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

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

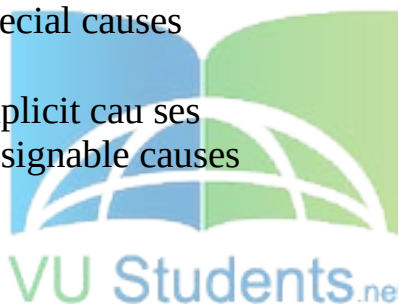
Which of the following are generally easy to detect using statistical methods, and it is usually economical to remove them?

***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)

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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?

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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?

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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?

To p management's intention regarding quality

Fu nctio ns deter mining implementatio n 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?

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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**

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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

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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**

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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

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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-

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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

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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

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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


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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

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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

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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?

To p 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

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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:

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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**

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

What is the other name used for Deming Cycle?

***Shewhart cycle**

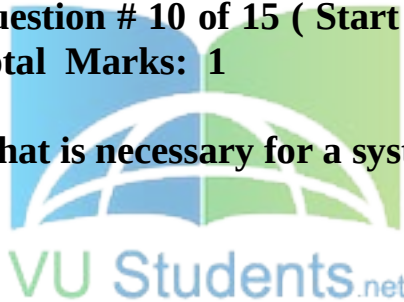
Product life cycle

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

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under Canadian Awards for Business Excellence?

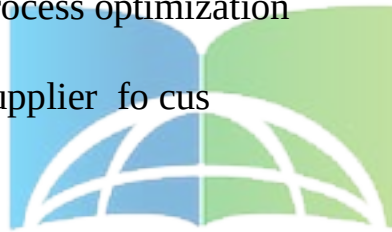
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Leadership

***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)

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Total Marks: 1

What is the relationship between Ishikawa and Deming?

Son and father

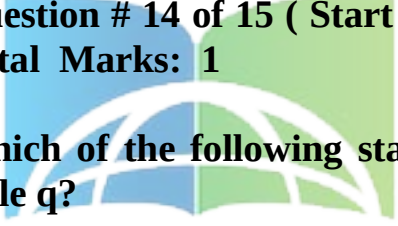
Nephew and uncle

***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?

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***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

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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

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***Measurement**

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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

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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:



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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.

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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

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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:



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

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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

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***Internal inputs**

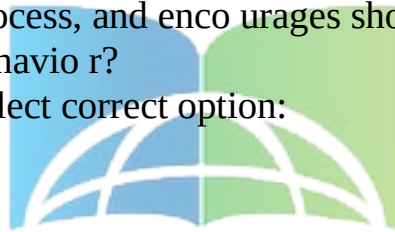
Either internal or external inputs

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

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

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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

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encourage?

Select correct option:

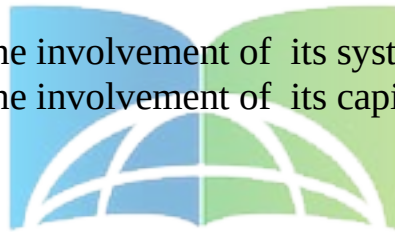
The involvement of its human resource

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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**

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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?

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Select correct option:

***Shewhart**

Deming

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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

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***Marketing**

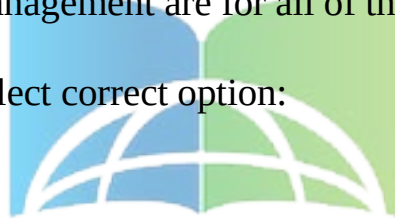
Production

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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:

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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

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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:

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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**

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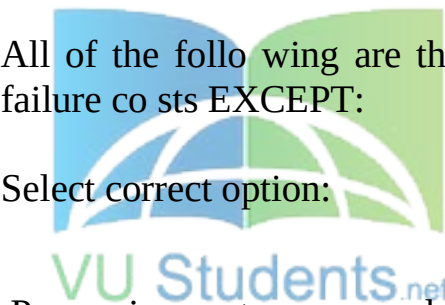
Cultural model

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

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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:

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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

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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

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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?

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Select correct option:

Products only

Products and services

People and product

Products, services, and people

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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)

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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

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Defective parts per thousand produced

Effective parts per hundred produced

***Defective parts per hundred produced**

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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

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and interdependent forces

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

They create cynicism, demoralization, demotivation, guilt, resentment, burnout, craziness, and turnover

They do not understand the difference between improvement and change

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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

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What was the role of quality professionals during 1800s?

Select correct option:

Troubleshotting 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

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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

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***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** VU Students.net

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

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create long-term customer loyalty

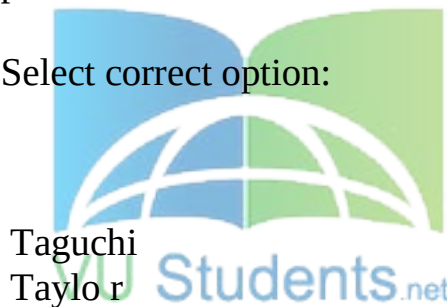
With no mission about how to create long-term customer loyalty

***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:

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To p management's intention regarding quality
Functio ns determining implementatio n o f the
quality po licy

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

Responsibilities and processes, which implement
quality management

Qui z No. 3 (Talha)

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

Which of the fo llowing statements is TRUE abo ut
Deming's philo sophy?

Select correct option:

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

Quality is either or not present in the whole o
rganization; that quality is the
responsibility of everyo ne in the organization

Increasing confor mance to specifications through
eliminatio n of defects, supported
extensively by statistical tools for analysis

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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:

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***Western markets**

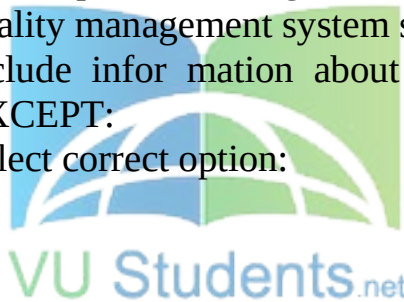
Eastern markets

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**

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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



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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

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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 co mp lacent?

Select correct option:

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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

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Which of the following should be reviewed by the organization to identify requirements for operations that realize products or deliver

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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

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industries such as automobiles?

Select correct option:

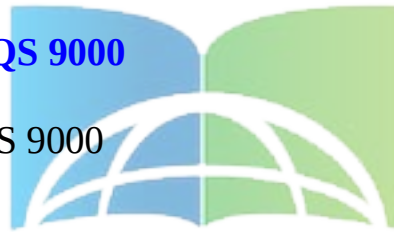
ISO 9000

ISO 14000

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***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

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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?

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Select correct option:

***Continuous improvement**

Continual improvement

Business improvement

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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:

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Cheap so lvents

Temperature

Acid rain

Paint over dirt

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

Which of the fo llowing co ncepts and tools can be used to assess internal custo mer needs and to commu nicate internal supplier capabilities?

Select correct option:

Financial

Management

***Marketing**

Productio n

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

The input for management review to examine the

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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**



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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

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Key process indicators

Illegal and policy factors

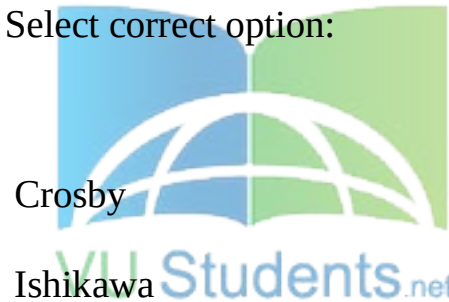
The enemy indicator

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:



***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:

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***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)

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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

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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

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model among 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?

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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

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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

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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

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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

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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

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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:

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

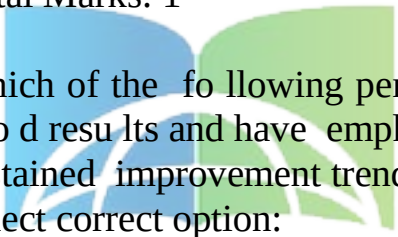
Measurement, statistics and cause and effect analysis

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:

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Reactive approach

Stable formal system approach

Best-in-class performance

***Continuous 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:

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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?



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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

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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

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

Which of the fo llowing 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

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

Select correct option:

***Theory of knowledge**

Psychology

Understanding of variation

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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**

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They create cynicism, demoralization, demotivation, 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 following are true for zero defects concept EXCEPT:

Select correct option:

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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

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interdependency of those variables?

Select correct option:

***Scatter diagram**

Check sheet

Fishbone diagram

Pareto chart

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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

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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

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Ranking first

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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

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***Excessive transportation costs**

Lack of constancy of purpose

Mobility of management

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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?

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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:

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Leadership

Communications

Measurement

***Detentions**

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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)

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Total Marks: 1

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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 emphasize 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

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***Incorporate continuous improvement efforts**

Make fundamental changes in their processes and culture

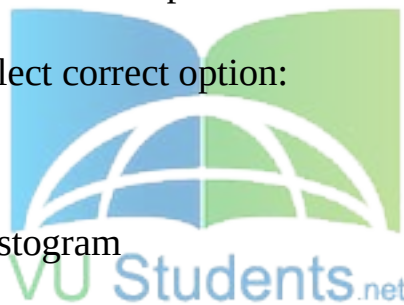
Focus on what is truly important to the customer

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



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Check sheet

Pareto chart

Run chart

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

Select correct option:

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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, demotivation, guilt, resentment, but not, craziness, and turnover

They do not understand the difference between improvement and change

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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

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Fact Finding

Problem Finding

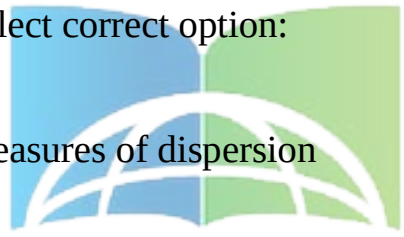
Idea Finding

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



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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

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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

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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

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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**



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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**

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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

MGT510 latest quiz

Question # 1 of 15 (Start time: 06:05:27 PM)

Total Marks: 1

Which of the following tools is a graphical representation of a process, depicting inputs, outputs and units of activity?

Select correct option:

- ☐ Flow chart
- ☐ Check sheet
- ☐ Pareto diagram
- ☒ Histogram

Question # 3 of 15 (Start time: 06:07:39 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: 06:08:32 PM)

Total Marks: 1

Which of the following best describes the acronym SWOT?

Select correct option:

- ☐ Specific, Witness, Opportunities, and Time
- ☐ Single, Weaknesses, Occasion, and Tactics
- ☒ Strengths, Weaknesses, Opportunities, and Threats
- ☐ Strategic, Weaknesses, Objectives, and Tactics



Question # 5 of 15 (Start time: 06:09:35 PM)

Total Marks: 1

All of the following are the trends explained by Armand Feigenbaum in an article for Quality Digest that will shape the future of quality management EXCEPT:

Select correct option:

- ☐ Demanding global customers
- ☐ Shifting customer expectations
- ☐ Opposing economic pressures
- ☒ Old approaches to management

MGMT 510 TQM All Quiz

by Admin on Sat Jan 23, 2010 12:37 pm

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TQM Quiz 5 L
1-12 November 2009

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

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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

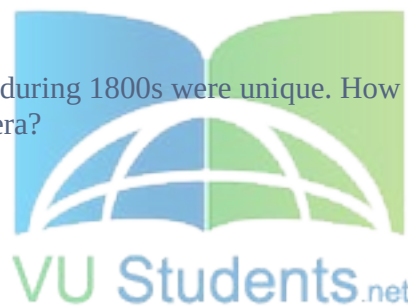
Through inspection

Through calculation

Through repair

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

Supply chain management ??



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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

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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?

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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**

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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

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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

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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
??

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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

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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

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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

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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

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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

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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

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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

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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
Age: 36
Location: Sharqi Abadi Mustafabad Kasur
Job/hobbies: Do more for other
Mode (i.e. cool, angry etc): Serious

Warning:



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Registration date: 2007-10-23



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:

.



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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

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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

.

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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

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_____ 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

.

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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

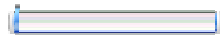
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Mode (i.e. cool, angry etc): Serious

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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:



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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?

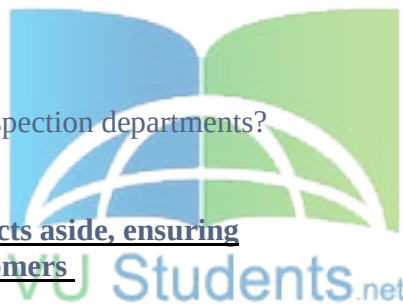
**A To keep defective products aside, ensuring
they do not reach the customers**

B To ensure
quantity of goods/services

C To count,
grade, and rework

D All of the
above

4 During 1950s,
controlling quality meant:



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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



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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

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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

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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



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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

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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

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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

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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.

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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



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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.

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All of the above

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

Noise

Cleanliness

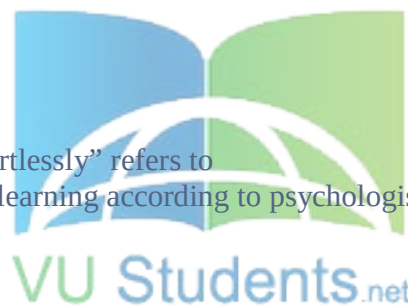
Air

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

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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

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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

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_____ 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**

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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

Age: 36

Location: Sharqi Abadi Mustafabad Kasur

Job/hobbies: Do more for other

Mode (i.e. cool, angry etc): Serious

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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:

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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



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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

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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

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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

Administrator

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Age: 36

Location: Sharqi Abadi Mustafabad Kasur

Job/hobbies: Do more for other

Mode (i.e. cool, angry etc): Serious

Warning:



Rate by Admin:



Reputation: 22

Registration date: 2007-10-23



Re: MGMT 510 TQM All Quiz VU Students.net

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

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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?

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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

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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

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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

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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

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Administrator

Number of posts: 8058

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Location: Sharqi Abadi Mustafabad Kasur

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Mode (i.e. cool, angry etc): Serious

Warning:



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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

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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.

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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

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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

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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

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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

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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

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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

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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

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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?

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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

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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

VU Students.net

Which of the following is NOT an organizational weakness?

Obsolete facilities

Obsolete processes

Weak management team

Higher

quality competitors ??

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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

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

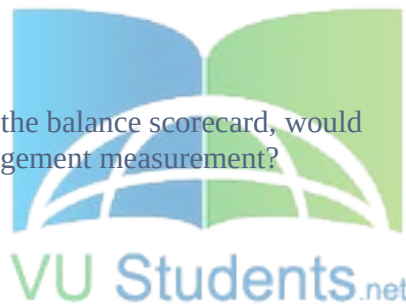
Injective map

**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

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**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

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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?

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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?

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**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



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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

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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

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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

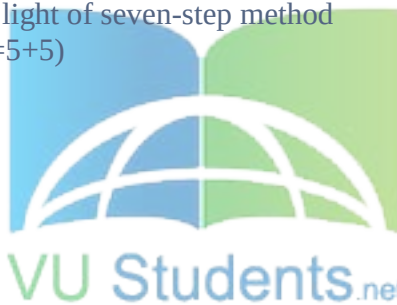
What are the advantages and uses of a fish bone diagram? Marks=2+1)

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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

Age: 36

Location: Sharqi Abadi Mustafabad Kasur

Job/hobbies: Do more for other

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Mode (i.e. cool, angry etc): Serious

Warning:

Rate by Admin:

Reputation: 22

Registration date: 2007-10-23



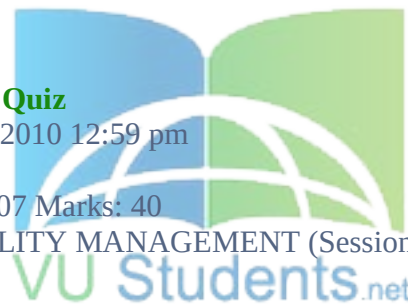
Re: MGMT 510 TQM All Quiz

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

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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,

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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



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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

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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

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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

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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)

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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**

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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

Administrator

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Number of posts: 8058

Age: 36

Location: Sharqi Abadi Mustafabad Kasur

Job/hobbies: Do more for other

Mode (i.e. cool, angry etc): Serious

Warning:



Rate by Admin:



Reputation: 22

Registration date: 2007-10-23



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

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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

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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?

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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

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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 ??

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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**

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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

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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

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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.

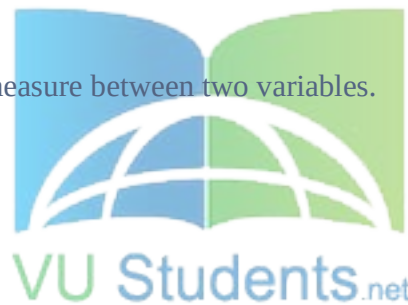
Poorly trained operator is an example of .

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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.”



Question # 6 of 15 (Start time: 06:10:39 PM)

Total Marks:

Which of the following is NOT a Juran's step to quality improvement?

Select correct option:



Provide a healthy ambiance



Organize to meet the goals that have been set



Implement projects aimed at solving problems



Set goals for improvement

Question # 7 of 15 (Start time: 06:11:53 PM)

Total Marks: 1

If workers are given rewards based on meeting quotas, what sort of improvements will it cause within an organization?

Select correct option:

- ☐ Long-term improvements
- ☒ Short-term improvements
- ☐ Both long-term and short-term improvements
- ☐ No improvement

Question # 8 of 15 (Start time: 06:13:18 PM)

Total Marks: 1

What was the orientation approach during 1950s?

Select correct option:

- ☒ Builds in quality
- ☐ Inspects in quality
- ☐ Controls in quality
- ☐ Manages in quality

Question # 11 of 15 (Start time: 12:56:43 PM)

Total Marks:

When Juran taught quality principles to the Japanese?

Select correct option:

- ☐ 1980s
- ☐ 1970s
- ☐ 1960s
- ☒ 1950s

Question # 15 of 15 (Start time: 12:59:47 PM)

Total Marks: 1

All of the following is the consideration of the organizations to ensure how all processes operate as an efficient network EXCEPT:

Select correct option:

- ☐ Ensuring inputs, activities and outputs are clearly defined and controlled
- ☐ Ensuring that the sequence and interaction of processes are designed to achieve the desired results
- ☒ Monitoring inputs and outputs to confirm that group processes are unrelated
- ☐ Establishing data analysis that facilitates continual improvement across all processes

Question # 14 of 15 (Start time: 12:59:11 PM)

Total Marks:

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

Select correct option:

- ☐ Projects
- ☐ Products
- ☒ Services
- ☐ Measurement



MGT510- Total Quality Management

Composed By Faheem Saqib

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FINALTERM EXAMINATION

Fall 2009

MGT510- Total Quality Management

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

With the total quality perspective, there is an emphasis on continuous improvement of which one of the following?

- ▶ Products and people only
- ▶ Processes and people only
- ▶ Products, processes, and purpose
- ▶ Products, processes, and people **Correct**

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

To beat the competition, organizations often must exceed which of the following?

- ▶ Customer specifications
- ▶ Customer expectations **Correct**
- ▶ Customer knowledge
- ▶ Customer beliefs

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

According to Shewhart, how the fraction of nonconforming items produced by a manufacturing process is studied?

- ▶ Mathematically
- ▶ Scientifically
- ▶ Statistically **Correct**

- ▶ Physically

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

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

- ▶ Zero defect
- ▶ Six sigma **Correct**
- ▶ Benchmarking
- ▶ Cause-and-effect analysis

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

Who has formally linked inspection to quality control?

- ▶ G.S. Radford **Correct**
- ▶ Fredrick W. Taylor
- ▶ C.T. Friel
- ▶ F.S. Brackett

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

Which of the following statements is TRUE about most of the quality problems?

- ▶ These originate in the quality department where the ultimate responsibility for quality rests
- ▶ These originate on the shop floor because of waste and product rework
- ▶ These are the results of management's lack of attention to potential quality improvement ideas **Correct**
- ▶ These could be eliminated if shop supervisors monitor their workers more closely

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

Which of the following are the factors that are present as a natural part of a process?

- ▶ Common causes of variation **Correct**
- ▶ Special causes of variation
- ▶ Red tape causes
- ▶ Root causes

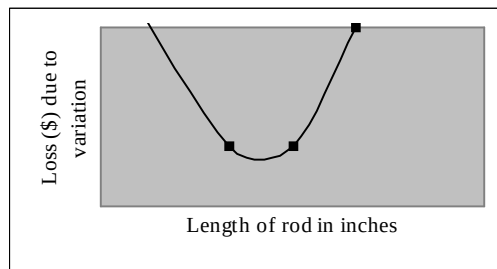
Question No: 8 (Marks: 1) - Please choose one

When was Systems theory refined?

- ▶ 1910s to 1930s
- ▶ 1930s to 1950s
- ▶ 1950s to 1970s **Correct**
- ▶ 1970s to 1990s

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

Who represented the following graph?



- ▶ Feigenbaum
- ▶ Taguchi **Correct**
- ▶ Deming
- ▶ Shewhart

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

Which of the following is the arrangement established for validation of processes for production and service provision?

- ▶ Use of suitable equipment
- ▶ Requirements for records
- ▶ Undefined criteria for review **Correct**
- ▶ Packaging materials

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

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 **Correct**

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

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

- ▶ Dysfunctional System **Correct**
- ▶ Developing System
- ▶ Maturing System
- ▶ World Class System

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

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

- ▶ Dysfunctional System
- ▶ Awakening System
- ▶ Maturing System **Correct**
- ▶ World Class System

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

Which of the following statements is TRUE about mission statement?

- ▶ "The how-to" statement
- ▶ It precedes the vision statement **Correct**
- ▶ It is the picture of company
- ▶ "What do we want to become" statement

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

Which of the following is NOT an organizational external opportunity?

- ▶ Availability of new customers
- ▶ Removal of barriers that inhibit growth
- ▶ Entry of lower cost competitors **Correct**
- ▶ Market expansion for existing products

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

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

- ▶ The customer perspective
- ▶ The business process perspective
- ▶ The financial perspective **Correct**
- ▶ The learning & growth perspective

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

Under which perspective of the balance scorecard, would you classify percent sales from new products measurement?

- ▶ The customer perspective
- ▶ The business process perspective
- ▶ The financial perspective
- ▶ The learning & growth perspective **Correct**

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

Under which perspective of the balance scorecard, would you classify reduction in unit costs measurement?

- ▶ The customer perspective **Correct**
- ▶ The business process perspective
- ▶ The financial perspective
- ▶ The learning & growth perspective

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

Brainstorming refers to which of the following?

- ▶ Mess Finding
- ▶ Fact Finding
- ▶ Problem Finding **Correct**
- ▶ Idea Finding

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

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. **Correct**

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

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

- ▶ Basketball
- ▶ Games
- ▶ Video camera **Correct**
- ▶ Touched rim

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

What should be the responsibility of managers regarding Quality?

- ▶ To ensure that purchased product conforms to specified purchase requirements **Correct**
- ▶ To act as government officials in the cases of investigation
- ▶ To assist in securing their performance by other lawyers
- ▶ To enroll in the courses for which they are asking

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

Customer satisfaction is the measurements of the performance of the quality management system. What should be the responsibility of organization regarding Customer Satisfaction?

- ▶ To enforce federal, state laws along with city ordinances
- ▶ To implement the country's legal requirements for efficient transportation of people **Correct**
- ▶ To improve the effectiveness of the quality management system
- ▶ To apply new professional engineering approaches and techniques

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

Which of the following stages of learning refers that "You does not know that you do not know"?

- ▶ Unconscious incompetence **Correct**
- ▶ Conscious incompetence
- ▶ Conscious competence
- ▶ Unconscious competence

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

Which of the following stages of learning refers that "You learn to do, but with a conscious effort"?

- ▶ Unconscious incompetence
- ▶ Conscious incompetence
- ▶ Conscious competence **Correct**
- ▶ Unconscious competence

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

The Sitara Corporation has an established "game plan" for its business operations. This game plan reflects the company's awareness of how and where it should compete and against whom the competition should take place. It can be stated that this organization has established which of the following?

- ▶ Goal
- ▶ Vision
- ▶ Policy
- ▶ Strategy **Correct**

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

In which of the following perspectives of a balanced scorecard, the metrics allow the managers to know how well their business is running, and whether the products and services conform to customer's requirements?

- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ The learning & growth perspective
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ The business process perspective
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ The customer perspective **Correct**
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ The financial perspective

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

ABC organization has selected the objectives for ISO registration, now what should be the next step.

- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Submit quality manual for approval
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Develop and implement the QMS
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Set the registration objectives **Correct**
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Selection of appropriate standard

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

Being a manager, you are handling customers' complaints, for this purpose you are using different quality tools. Which of the following sequence is most suitable in this regard?

- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Scatter diagram, Flow chart, Histogram
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Fishbone diagram, Check sheet, Pareto diagram
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Pareto diagram, Fishbone diagram, Flow chart

☐ ☐ ☐ ☐ ☐ ☐ ☒ None of the given options **Correct**

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

There is a high probability for getting a value closer to the mean if:

- ▶ s is equal to m
- ▶ s is small
- ▶ s is large
- ▶ None of the given options **Correct**

Question No: 31 (Marks: 1) - Please choose one

Which of the following levels of management is mostly a part of steering committee?.

- ☐ Middle Level Management
- ☒ Top Level Management Correct
- ☐ Operational Level Management
- ☐ None of the given options

Question No: 32 (Marks: 1) - Please choose one

Population of Pakistan is increasing at a faster rate. Which of the following theories relates to the mindset to utilize a large number of human resources for increasing the productivity?

- ☐ ☐ ☐ ☐ ☐ ☐ ☒ Theory of Scarcity
☐ ☐ ☐ ☐ ☐ ☐ ☒ Theory of Abundance
☐ ☐ ☐ ☐ ☐ ☐ ☒ Theory of Constraints
☐ ☐ ☐ ☐ ☐ ☐ ☒ None of given options **Correct**

Question No: 33 (Marks: 3)

The President of Samsung Electronics has appointed the Manager Quality as 'Management Representative'. Discuss the authority and responsibility of the Management Representative.

Authority and Responsibility:

- a) To ensure that needed process for the quality management system are established, maintained and implemented.
- b) To report to top management regarding the performance of the quality management system and any improvement. if required.
- c) To ensure the awareness of customer requirements throughout the organization.

Question No: 34 (Marks: 3)

Flow chart is an effective tool for data collection and analysis. Comment on this statement.

Ans:

This is right flow chart is effective tool for data collection and analysis but it not gives a detailed picture. It normally helps people to visualize simple but important changes that could be happen in process. It also uses to identify the quality problems and areas for improvement.

Question No: 35 (Marks: 3)

What are the qualities of an effective team and the circumstances in which teams realize that the plan is not improved? (Marks=2+1)

Ans:

Qualities

- 1- Effective team must achieve its goals
- 2- It improves the quality performance quickly.
- 3- Team must maintain and increase it strength as a unit.

Plan is not improved in below circumstances if it happens.

- 1- Goals are not clear
- 2- Improvement plan is not available
- 3- Roles are not defined properly
- 4- Loose communication

Question No: 36 (Marks: 5)

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?

Ans:

When a company is committed to provide the products and services that meet the requirements of our customers in accordance with their quality policy then it means company has some quality policy and certifications from third party due to which are providing they are assured of product and services.

Because in company quality policy it is stated that company will follow the international and health related standards to provide the best product and services to others.

Like in ISO 9001:2000, quality management system is described and company have to follow it to remain ISO certified.

Question No: 37 (Marks: 5)

Performing is one of the stages of Team Growth. What can be the feelings of leader during this stage? Also discuss the role of a leader in “Performing”? (Marks=3+2)

Ans:

Performing stage is very critical state for a leader because this is the time of to show and deliver something to others. To prove himself as leader.

In this stage leader has to proven his role as a leader. As a leader he has to guide his team, motivate his team, take the responsibility and finish the work with team work.

Communicate everything clearly to team to perform at this stage. A leader should take his team as a unit with increasing strength with the passage of time.

Question No: 38 (Marks: 5)

Explain how the solution is planned and implemented in the seven-step method for problem solving.

Question No: 39 (Marks: 10)

Like many other companies, Toppan Printing Company wants to adopt policy deployment. What will be the procedure to adopt such process?

Ans

This policy is deployed by Japanese. Name is Hoshin Planning which also named as Policy Deployment.

Policy deployment is a systems approach to managing change in critical business processes. It emphasizes organization-wide planning and setting of priorities, providing resources to

meet objectives, and measuring performance as a basis for improving performance.

Policy deployment is essentially a TQ-based approach to executing a strategy.

In policy deployment top management is responsible for developing and communicating a vision,

then building organization-wide commitment to its achievement.

Policy deployment provides frequent evaluation and modification based on feedback from regularly scheduled audits of the process. Plans and actions are developed based on analysis of the root causes of a problem, rather than only on the symptoms. Planning has a high degree of detail, including the anticipation of possible problems during implementation. The emphasis is on the improvement of the process, as opposed to a results-only orientation.

For example, to illustrate the need for policy deployment, let us consider the following case:

A president of an airline company believes in safety and makes it as corporate goal and announced that make sure that safety is maintained throughout the company. Now every

one is believe in safety as a job. But in this policy deployment safety is not practicing it is only lipsing. But if president states that safety is a company policy and one safety manger will look after this then this policy should be practicing.

If we see the procedure than it starts with the senior managers of the company. The senior managers establish the vision and core objectives of the company.

“Middle management negotiates with senior management regarding the goals that will achieve the objectives. Goals specify numerically the degree of change that is expected. Strategies specify the means to achieve the goals. They include more specific actions to be taken.

Middle managers are responsible for managing the resources to accomplish the goals.

Middle

Management then negotiates with the implementation teams regarding the performance measures that are used to indicate progress toward accomplishing the strategies.

Question No: 40 (Marks: 10)

Individuals must continue to learn. Complete understanding of how things work involves learning disciplines. What are those disciplines? Explain them briefly.

Ans

As per the current period of learning, an individual should continue to learn, gain knowledge. Prof of MIT portrays, Peter Senge, said organizational learning is not only linked with knowledge, it is beyond that and organizational learning needs a deeper and a complete understanding of how things work involving learning discipline. It involves five learning disciplines.

1- Team Learning:

In this learning discipline, use of dialogue is very much important. A person should learn that how to deliver the dialogue and better conversation to understand the things to others.

2- Shared Vision:

In this discipline, all members are working jointly for a common goal or view for which all are seeking. All members shared their visions and then commonly working on common goal.

3- Mental Models:

In this model, we have to understand that how our cognitive schema affects our view of the world. Because after training of this learning discipline our view of world is changed. In continues learning model could be more accurate.

4- Personal Mastery:

In this discipline, both type of continuous improvement is involved i.e. a personal and organizational. A person is continuing to drive himself for improvement and also for organization development.

5- System Thinking

In this, we have to learn the multiple cause effect relationships, how and why they occurred. We also have to learn that how they are interconnected in organization and society. How organization and society affect each other.

Mgt510 Total Quality Management Spring Fall Final Term 2011 19-02-2011

1. What should be the responsibility of managers regarding Identification and Traceability of product?

- To enforce federal, state laws along with city ordinances
- **To identify the product by suitable means throughout product realization**
- To implement the country's legal requirements for efficient transportation of people
- To apply new professional engineering approaches and techniques

2. Why is there a need for identification and traceability for control of products?

- Due to packaging materials
- Due to use of suitable equipment
- Due to requirements for records
- **Due to risk mitigation**

3. 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 employee satisfaction

4. Customer needs must be linked to which of the following?

- Organization's strategic planning, process improvement and finances
- Product design, product development and process improvement and tax returns
not sure
- Organization's strategic planning, product design and process improvement
- Process improvement, managerial planning, accounting tactics, and finances

5. When was the definition of total quality endorsed?

- In 1950
- In 1970
- In 1985
- **In 1992**

6. When were the behavioral theories developed?

- 1930s
- 1940s
- 1950s
- **1960s**

7. Edward Deming is best known for which of the following?

- Acquisition Integration Approaches
- **Seven Deadly Diseases**
- Brand Personality
- ERG Theory

8. By whom was the Deming Application Prize instituted in 1951?

- **Union of Japanese Scientists and Engineers**
-

9. Which of the following is NOT a requirement of ISO 9001:2000?

- Processes to describe and monitor, what each customer wants
- Processes to measure and analyze customer satisfaction
- **Demonstration of continual improvement of internal process and customer satisfaction**
- Environmental Policy to be in existence within the organization

10. All of the following are the responsibilities of top management EXCEPT:

- Setting policies and objectives and leading the organization
- Provision of organization structure and resources
- Maintenance of current performance
- **Implementation of short-term plans and dealing with the routine work of their team**

11. 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

12. 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

13. What should be the responsibility of managers regarding Identification and Traceability of product?

- To enforce federal, state laws along with city ordinances
- **To identify the product by suitable means throughout product realization**
- To implement the country's legal requirements for efficient transportation of people
- To apply new professional engineering approaches and techniques

14. SPC focuses on the process to produce the output. The use of SPC results in the form of

- **Both the consistency in product and satisfied customer**
- Consistency in product only
- Satisfied customer only
- Fluctuation in customer's demands only

15. Attribute process control charts are used for:

- Defect Prevention
- Process improvement
- Defect Deductions
- None of the given options

16. Which of the following is used to detect changes in variation within sub-groups?

- X-Bar Chart
- R- Chart
- P-Chart
- C-Chart

17. Which of the following will fall in the category of non conformity if the range for the length of a yard stick is ± 1000 mm?

- Yard stick which is 999 mm long
- Yard stick which is 1001 mm long
- Yard stick which is 1000.99 mm long
- Yard stick which is 1001.01 mm long

18. An effective team has all the characteristics EXCEPT:

- Goal centered
- Supportive
- Openness
- Self centered

19. Which of the following teams should be formulated if marketing department of ABC Company reports some problem regarding product design?

- Steering committee
- Self managed team
- Cross functional team
- Project team

20. Which of the following skills is most important for Self Managed Teams?

- Conceptual skills
- Technical skills
- Social Networking skills
- Writing skills

21. Implementation of Enterprise Resource Planning (ERP) system to gain a competitive advantage is an example of

- Vision
- Mission
- **Strategies**
- Action plans

22. Balance score card is a quality planning tool which is implemented to the companies intending to reach at

- Level 1
- Level 2
- Level 4
- **Level 7**

23. You are working in an organization which is manufacturing leather bags. The purchase of leather from supplier will be the

- Key performance indicator
- Critical success factor
- Core process
- **None**

24. How can the quality be computed?

- $\text{Quality} = \text{Expectation/Performance}$
- **$\text{Quality} = \text{Performance/ Expectation}$**
- $\text{Quality} = \text{Performance} + \text{Expectation}$
- $\text{Quality} = \text{Performance} - \text{Expectation}$

25. 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**

26. Soft system thinking is used in which of the following situations?

- Friendly, certainty or ease in relationships
- Certain and distinct relationships
- **Disciplined, organized and lively culture**
- Conflict, uncertainty or unease in relationships

27. Total quality organizations expect to make at least improvements

➤ **10 or more improvements per employee per year**

- 40 or more improvements per employee per year
- 60 or more improvements per employee per year
- 80 or more improvements per employee per year

28. Which of the following is not a tenet of Crosby?

- Conformance to requirements.
- Zero defects
- Fitness for use
- Quality is free

29. The quality dimension that relates to the expected operational life of a product is:

- Durability.
- Serviceability.
- Perceived Quality.
- **Reliability.**

Short Questions

1. **How can we differentiate b/w leadership and management in an organization? 3**
2. **What are the various responsibilities of a steering committee and how can the leader of a team make the team members aware of the group process? 3**
3. **What are the basic types of statistical process control charts and how can you compute the upper control limit and the lower control limit? 3**
4. **Explain appraisal costs with the help of examples. 3**
5. **Using the quality control tool of run chart, discuss that how it can help in managing absenteeism in a production based organization. 5**

6. What are the requirements of total quality for human resources and how can the managers ensure empowerment in the organization? **5**
7. Discuss the motivational factors that stimulate companies to obtain ISO certification. **5**
8. What are the various approaches that the organizations use to achieve cost leadership for high volume products? How can the benefits resulting from cost leadership be cancelled out? **5**

MGT510 Total Quality Management (5-12-2010)

Paper2

Q.No.1: Why did Deming believe that managers should stop decision purely based on cost? **3marks**

Q.No.2: The European Quality Award is divided into two parts to whom these are awarded? **3marks**

Q.No.3: What were the structured rationality and philosophy towards change in the mechanistic model? **(2.5+2.5) 5marks**

Q.No.4: The (SPIOC) Supplier-Input-Process-Output-Customer diagram induced a high levelmap the process that “map out its basic steps” Explain the element of this process? **5marks**

Q.No.5: Briefly explain as to how a management can be improved? **5marks**

MGT510 Total Quality Management (5-12-2010)

Paper3

Q.No.1: How does Juran's Philosophy fit wall into existing management? **3Marks**

Q.No.2: How quantity is defined by the five leaders in quantity revolution? **3marks**

Q.No.3: Mutually beneficial supplier's relationship and process approach benefits? **5marks**

Q.No.4: Briefly explain as to how a management can be improved? **5marks**

Q.No.5: Why did Deming believe the business should not exist simply for profit? **5marks**

Total Quality Management – MGT510

Note: Choices with marked * are verified answers

Quiz no.1

Question # 1 o f 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?

To 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

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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

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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

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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?

To p 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:

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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?

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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?

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***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**

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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:

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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

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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

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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

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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

encouragement?

Select correct option:

The involvement of its human resource

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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?

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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

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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

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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**

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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:

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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

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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 will this happen?

A. When people don't understand systems

B. When people don't understand psychology

C. When people don't understand variation

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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

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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

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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, demotivation, guilt, resentment, burnout, craziness, and turnover

They do not understand the difference between improvement and change

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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:

Troubleshotting 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

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***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:

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To p management's intention regarding quality
Functio ns determining implementatio n o f the
quality po licy

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

Responsibilities and processes, which implement
quality management

Qui z No. 3 (Talha)

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

Which of the fo llowing statements is TRUE abo ut
Deming's philo sophy?

Select correct option:

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

Quality is either or not present in the whole o
rganization; that quality is the
responsibility of everyo ne in the organization

Increasing confor mance to specifications through
eliminatio n 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

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***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**

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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:

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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 co mp lacent?

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

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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

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***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?

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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:

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Cheap so lvents

Temperature

Acid rain

Paint over dirt

Question # 3 o f 15 (Start time: 09:24:28 PM)

Total Marks: 1

Which of the fo llowing co ncepts and tools can be used to assess internal custo mer needs and to commu nicate internal supplier capabilities?

Select correct option:

Financial

Management

***Marketing**

Productio n

Question # 4 o f 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**

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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:

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***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

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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 among st the most widely used tools
for co ntinuous improvement?

Select correct option:

***Deming Cycle**

Juran Trilo gy

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 fo llowing focuses on results, no t
process, and enco urages sho rt-term
behavio r?

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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**

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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

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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

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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:

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***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

***Continuous 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?

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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

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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

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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, demotivation, 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 following are true for zero defects concept EXCEPT:

Select correct option:

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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

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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

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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

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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:

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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

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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 emphasize 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

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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, demotivation, guilt, resentment, but not, craziness, and turnover

They do not understand the difference between improvement and change

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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

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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

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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**

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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

Question # 1 of 15 (Start time: 06:05:27 PM)

Total Marks: 1

Which of the following tools is a graphical representation of a process, depicting inputs, outputs and units of activity?

Select correct option:

- ☐ Flow chart
- ☐ Check sheet
- ☐ Pareto diagram
- ☒ Histogram

Question # 3 of 15 (Start time: 06:07:39 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: 06:08:32 PM)**Total Marks: 1**

Which of the following best describes the acronym SWOT?

Select correct option:

- ☐ Specific, Witness, Opportunities, and Time
- ☐ Single, Weaknesses, Occasion, and Tactics
- ☒ Strengths, Weaknesses, Opportunities, and Threats
- ☐ Strategic, Weaknesses, Objectives, and Tactics

Question # 5 of 15 (Start time: 06:09:35 PM)**Total Marks: 1**

All of the following are the trends explained by Armand Feigenbaum in an article for Quality Digest that will shape the future of quality management EXCEPT:

Select correct option:

- ☐ Demanding global customers
- ☐ Shifting customer expectations
- ☐ Opposing economic pressures
- ☒ Old approaches to management

MGMT 510 TQM All Quiz

by Admin on Sat Jan 23, 2010 12:37 pm

TQM Quiz 5 L
1-12 November 2009

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
Age: 36
Location: Sharqi Abadi Mustafabad Kasur
Job/hobbies: Do more for other
Mode (i.e. cool, angry etc): Serious

Warning:



Rate by Admin:



Reputation: 22

Registration date: 2007-10-23



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

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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

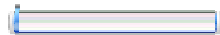
Age: 36

Location: Sharqi Abadi Mustafabad Kasur

Job/hobbies: Do more for other

Mode (i.e. cool, angry etc): Serious

Warning:



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Reputation: 22

Registration date: 2007-10-23



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

Age: 36

Location: Sharqi Abadi Mustafabad Kasur

Job/hobbies: Do more for other

Mode (i.e. cool, angry etc): Serious

Warning:



Rate by Admin:



Reputation: 22

Registration date: 2007-10-23



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
Administrator

Number of posts: 8058

Age: 36

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Job/hobbies: Do more for other

Mode (i.e. cool, angry etc): Serious

Warning:



Rate by Admin:



Reputation: 22

Registration date: 2007-10-23



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

Age: 36

Location: Sharqi Abadi Mustafabad Kasur

Job/hobbies: Do more for other

Mode (i.e. cool, angry etc): Serious

Warning:



Rate by Admin:



Reputation: 22

Registration date: 2007-10-23



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

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Warning:



Rate by Admin:



Reputation: 22

Registration date: 2007-10-23



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

FINAL TERM EXAMINATION FALL 2007 MGT510 - TOTAL QUALITY
MANAGEMENT (Session -2)

Marks: 60 Time: 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.”

Question # 6 of 15 (Start time: 06:10:39 PM)

Total Marks:

Which of the following is NOT a Juran's step to quality improvement?

Select correct option:



Provide a healthy ambiance



Organize to meet the goals that have been set



Implement projects aimed at solving problems



Set goals for improvement

Question # 7 of 15 (Start time: 06:11:53 PM)

Total Marks: 1

If workers are given rewards based on meeting quotas, what sort of improvements will it cause within an organization?

Select correct option:

- ☐ Long-term improvements
- ☒ Short-term improvements
- ☐ Both long-term and short-term improvements
- ☐ No improvement

Question # 8 of 15 (Start time: 06:13:18 PM)

Total Marks: 1

What was the orientation approach during 1950s?

Select correct option:

- ☒ Builds in quality
- ☐ Inspects in quality
- ☐ Controls in quality
- ☐ Manages in quality

Question # 11 of 15 (Start time: 12:56:43 PM)

Total Marks:

When Juran taught quality principles to the Japanese?

Select correct option:

- ☐ 1980s
- ☐ 1970s
- ☐ 1960s
- ☒ 1950s

Question # 15 of 15 (Start time: 12:59:47 PM)

Total Marks: 1

All of the following is the consideration of the organizations to ensure how all processes operate as an efficient network EXCEPT:

Select correct option:

- ☐ Ensuring inputs, activities and outputs are clearly defined and controlled
- ☐ Ensuring that the sequence and interaction of processes are designed to achieve the desired results
- ☒ Monitoring inputs and outputs to confirm that group processes are unrelated
- ☐ Establishing data analysis that facilitates continual improvement across all processes

Question # 14 of 15 (Start time: 12:59:11 PM)

Total Marks:

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

Select correct option:

- ☐ Projects ^
v
 - ☐ Products ^
v
 - ☒ Services ^
v
 - ☐ Measurement ^
v
-

MGT 601- SMEs Management MCQ For Final Term Preparation

Technological obsolescence, low capacity utilization, non-availability of spares and poor machinery maintenance are the postoperative problems that can be emerged in which of the following areas?

Select correct option:

Production

Capital

Customer

Sale

How the large and small sectors are interlinked?

Select correct option:

By fostering changes

By subcontracting

By sharing risk

By serving the same market

Which of the following national institute had conducted a survey about the development of SME in Pakistan with the collaboration of United Nations Industrial Development Organization (UNIDO)?

Select correct option:

Lahore Chamber of Commerce

SME Bank

Ministry of Trade

SMEDA

How many years ago the first piece of writing about the small business was discovered?

Select correct option:

3000 years

3500 years

4000 years

4500 years

Which of the following titles represents the United Kingdom model for the development and improvement of SME sector?

Select correct option:

Protect Small First

Think Small First

Develop Small First

Design Small First

According to a research conducted by SMEDA and UNIDO, what is the percentage of large firms that avails the facility of loan from banks and other financial institutions?

Select correct option:

67%

80%

75%

83%

Question # 10 of 15 (Start time: 04:02:17 PM) Total Marks: 1

Which one of the following is NOT used as parameters to declare a business as a small business?

Select correct option:

Share in the economy

Resources control

Capacity of production

All of the given options

What is the percentage of those entrepreneurs whose get formal college education, according to survey conducted by world bank?

Select correct option:

10%

30%

60%

80%

What was the mean age of an enterprise in Pakistan if the mean age of an entrepreneur is 42 years, according to a survey conducted by World Bank?

Select correct option:

14 Years

16 Years

18 Years

None of the given option

How many major changes an entrepreneur of a small business can bring in the industry?

Select correct option:

3

4

5

6

Which of the following can be assessed by cash flow statement?

Select correct option:

Amount required for depreciation

Withdrawal of amount for personal use

Generation of positive cash flows

Need of cash for procurements

What is the average mean age of entrepreneur of Pakistan according to a survey conducted by World Bank?

Select correct option:

40 Years

43 Years

45 Years

None of the given options

Which of the following topic/s has/have pivoted importance for short to medium term issues?

Select correct option:

Delivery of Assistance and Access to Resources

Business Environment

Monitoring Developments

All of the given options

What kind of business transaction was reported in the first written material available on small business?

Select correct option:

Purchase of land for business

Loan from bank for business

Purchase of machinery for business

Purchase of machinery for business

Who is the secretary general of National Planning Committee (NPC) developed in 1938?

Select correct option:

MR. K.T. Shah

MR. K.Y. Shah

MR. K.S. Shah

MR. K.K. Shah

Which of the following year was considered as starting period of industrialization in Pakistan?

Select correct option:

1947

1950

1955

1960

Which of the following is an external source of information for new product idea?

Select correct option:

Analysis of concepts in the light of existing problems

Search of memories to find information related to the concept

Newspapers, trade journals, professional journals

Recombining the elements found in new and useful ways

Which of the following term is defined as: "The initial equity capital used to start a new venture or business"?

Select correct option:

Value Capital

Working Capital

Seed Capital

Gross Capital

What kind of management level training is required for SME a sector that is **not** provided by Pakistan institute of Management Sciences (PIMS)?

Select correct option:

Top Level Management

Middle Level Management

Low Level Management

Corporate Level Management

What was the outcome due to which the SME policy adopted by Pakistan in 1960 was rejected and was reverting to the Ayubian model of economic development?

Select correct option:

Inefficient labor

Political Instability

Society injustice

Technological revolution

Which of the following term is defined as: "The initial equity capital used to start a new venture or business"

Select correct option:

Venture Capital

Seed Money

Seed Capital

All of the given options

Which of the following is the MOST important parameter to declare a business as a small business?

Select correct option:

Number of workers

Share in the economy

Business turnover

Total assets

According to Gallup survey 2001, which of the following factor is responsible for the decline of export in Pakistan?

Select correct option:

Infrastructure

Law and order

Taxation

Literacy

UNIDO stands for:

Select correct option:

United Nation Industry and Development Organization

Universal Network Industry and Development Opportunity

United Nations Industrial Development Organization

Universal Network Institute of Development Opportunity

Which one of the following is NOT used as parameters to declare a business as a small business?

Select correct option:

Share in the economy

Resources control

Capacity of production

All of the given options

Which of the following titles represents the United Kingdom model for the development and improvement of SME sector?

Select correct option:

Protect Small First

Think Small First

Develop Small First

Design Small First

What kind of resource utilized by small business as compare to large business?

Select correct option:

Primary Resources

Secondary Resources

Macro Resources

Surplus Resources

In technical feasibility, you can identify all of the following critical technical specifications EXCEPT:

Select correct option:

Durability

Reliability of performance

Safety

Sales volume and profitability

How many industrial estates were developed by Punjab Small Industries Corporation (PSIC)? (as per survey 2001)

Select correct option:

10

14

18

22

Which of the following can be abbreviated as ILO?

Select correct option:

International Labour Order

Industrial Legal Order

Industrial Labour Order

International Labor Organization

How many SMEs are the members of business associations?

Select correct option:

50%

52%

54%

56%

IMF stands for:

Select correct option:

International Monetary Forecast

International Monetary Finance

International Monetary Fund

International Monopoly Function

Which of the following enlists the 12 common barriers in the path of entrepreneurship?
Select correct option:

Vesper

Weber

Wilson

Vickie

Due to lack of experience, an entrepreneur may face all of the following post operative problems EXCEPT:

Select correct option:

Unfamiliarity in product or services line

Control over sales force

Inappropriate marketing strategy

High production costs

According to Viet Nam a business is said to be a small business if capital involved is less than US \$ 0.4 million and number of employees are .

Select correct option:

Less than 10

Less than 50

Less than 150

Less than 200

EPB stands for:

Select correct option:

Employee Promotion Bureau

Export Producing Benefits

Employee Pension Benefits

Export Promotion Bureau

In which year Small & Medium Development Authority (SMEDA) was established?

Select correct option:

July, 1994

August, 1988

October, 1998

December, 2001

What kind of resource utilized by small business as compare to large business?

Select correct option:

Primary Resources

Secondary Resources

Macro Resources

Surplus Resources

Which of the following is NOT a financial institution developed to promote SME in Pakistan?

Select correct option:

Small Business Fund Corporation (SBFC)

Youth Investment Promotion Scheme (YIPS)

Regional Development Finance Corporation (RDFC)

Industrialized Development Bank of Pakistan (IDBP)

Government of Pakistan, according to which "a business with employment size up to 250, paid up capital up to 25 million and annual sales up to 250 million is said to be small and medium business" coined the latest definition. In which year this definition has coined:

Select correct option:

SME Policy 2002

SME Policy 2004

SME Policy 2005

SME Policy 2007

Which of the following sector is most affected by poor electricity infrastructure and is not able to sustain?

Select correct option:

Micro Sector

Small Sector

Medium Sector

Large Sector

According to which country an industry will be a small industry if the number of employees is less than 10?

Select correct option:

USA

Russia

France

Japan

Question # 2 of 15 (Start time: 07:50:15 PM) Total Marks: 1

When National Planning Committee (NPC) was developed?

Select correct option:

1935

1936

1937

1938

Question # 1 of 15 (Start time: 07:48:47 PM) Total Marks: 1

The rate of interest charged for soft loan is at

Select correct option:

12%

Below market rate

Above market rate

Twice the market rate

Zero present rate

Question # 3 of 15 (Start time: 07:51:04 PM) Total Marks: 1

Which of the following term is defined as: "The initial equity capital used to start a new venture or business"

Select correct option:

Venture Capital

Seed Money

Seed Capital

All of the given options

Question # 4 of 15 (Start time: 07:52:12 PM) Total Marks: 1

Which model of SME was replicated in 1988?

Select correct option:

Indian Model of Economic Development

USA Model of Economic Development

Japanese Model of Economic Development

Ayubian Model of Economic Development

Question # 5 of 15 (Start time: 07:53:34 PM) Total Marks: 1

With which of the following ministries SMEDA is directly attached?

Select correct option:

Ministry of Commerce

Ministry of Economic Affairs & Statistics

Ministry of Industry and Production

Ministry of Planning & Development

Question # 6 of 15 (Start time: 07:55:00 PM) Total Marks: 1

Which of the following is the expressed form of PCSIR?

Select correct option:

Pakistan Centre of Systematic and Institutional Research

Pakistan Council for Scientific and Industrial Research

Pakistan Commission for Skill and Instructional Record

Pakistan Core Scientific Information Resources

Question # 8 of 15 (Start time: 07:57:15 PM) Total Marks: 1

How many industrial estates were developed by Punjab Small Industries Corporation

(PSIC)? (as per survey 2001)

Select correct option:

10

14

18

22

Question # 7 of 15 (Start time: 07:56:01 PM) Total Marks: 1

What is the percentage of those entrepreneurs whose get formal college education, according to survey conducted by world bank?

Select correct option:

10%

30%

60%

80%

Question # 9 of 15 (Start time: 07:58:10 PM) Total Marks: 1

Which of the following is the MOST important parameter to declare a business as a small business?

Select correct option:

Number of workers

Share in the economy

Business turnover

Total assets

Question # 10 of 15 (Start time: 07:59:34 PM) Total Marks: 1

In which city the head office of Regional Development Finance Corporation (RDFC) is located?

Select correct option:

Islamabad

Lahore

Karachi

Saikhkot

Question # 11 of 15 (Start time: 08:00:20 PM) Total Marks: 1

Which one of the following is the expressed form of BOI?

Select correct option

Board of Investment

Board of Investigation

Broad Opportunity of Investment

Bureau of Inquiry

Question # 12 of 15 (Start time: 08:00:47 PM) Total Marks: 1

To which category SME belongs if the number of employees is not more than 50, total assets up to 50 million and sales not exceeding Rs. 300 million.

Select correct option:

Manufacturing

Trading/Services

Industry

Exporting

Question # 13 of 15 (Start time: 08:02:07 PM) Total Marks: 1

What kind of link is occurred between small and business sectors IF some of all the material is procured by the small unit who manufactures a specific part needed by large company?

Select correct option

Merchandising

Purchase sub-contracting

Complementary products
Job sub-contracting

Question # 14 of 15 (Start time: 08:03:24 PM) Total Marks: 1

What is the percentage of new investment is generated by small and medium enterprises came from retained earning?

Select correct option:

40%
49%

57%

63%

Question # 15 of 15 (Start time: 08:04:30 PM) Total Marks: 1

What type of industry it will be if number of employees ranges from 36 to 99 and productive assets ranges from 20 to 40 million?

Select correct option:

Micro
Small

Medium

Macro

Question # 1 of 15 (Start time: 11:40:07 PM) Total Marks: 1

There are too many laws regarding labour force in Pakistan that causing problems for SME. It was proposed that existing labour legislation be simplified and rationalized into how many basic laws?

Select correct option:

Six

Ten

Fifteen

Twenty

Question # 2 of 15 (Start time: 11:40:41 PM) Total Marks: 1

When you submit an application for a loan, credential that introduces your business to the bank has a form called "Form-29". Under which condition you will provide this form to the bank.

Select correct option:

In case of Sole Proprietorship

In case of Private Limited Company

In case of Cooperation

In case of Partnership

Question # 3 of 15 (Start time: 11:41:11 PM) Total Marks: 1
Which of the following is NOT available in job description?
Select correct option:

Job content

Job environment

Abilities required

Conditions of employment

Question # 4 of 15 (Start time: 11:41:40 PM) Total Marks: 1
Which of the following problems is/are served as hurdle in the development of SMEs in Pakistan?
Select correct option:

56 Labours Laws

Labour Inspection

Exporter's Reservation regarding Labour

All of the given options

Question # 5 of 15 (Start time: 11:42:09 PM) Total Marks: 1

In which year "Environment Protection Ordinance" in Pakistan has been enacted.

Select correct option:

1993

1995

1997

1999

Question # 6 of 15 (Start time: 11:42:33 PM) Total Marks: 1

How the large and small sectors are interlinked?

Select correct option:

By foster changes

By risk sharing

By Merchandising

By serving the same marker

Question # 7 of 15 (Start time: 11:43:00 PM) Total Marks: 1

If a person is evaluated high on many traits because of a belief that the individual is high on one trait. This perception is affected by which of the following effects?

Select correct option:

Contrast

Dominance

Halo

Perceptual

Question # 8 of 15 (Start time: 11:43:27 PM) Total Marks: 1

All of the following are the problems that can be faced by an businessmen during the construction phase EXCEPT:

Select correct option:

Acquisition of land

Acquisition of machinery

Prospecting about marketing

Poor location

Question # 9 of 15 (Start time: 11:43:58 PM) Total Marks: 1

Which of the following term is defined as: "The initial equity capital used to start a new venture or business"?

Select correct option:

Value Capital

Working Capital

Seed Capital

Gross Capital

Question # 10 of 15 (Start time: 11:44:16 PM) Total Marks: 1

For what purposes the activity of performance appraisal is NOT done in an organization?

Select correct option:

To punish employee

To motivate employee

To evaluate employee

To give reward to employee

Question # 11 of 15 (Start time: 11:44:50 PM) Total Marks: 1

What is the maximum limit of loan that Punjab Small Industries Corporation (PSIC) can issue? (As per survey 2001)

Select correct option:

5 Lac

7.5 Lac

10 Lac

12.5 Lac

Question # 12 of 15 (Start time: 11:45:08 PM) Total Marks: 1

Is a business term means an extraordinary event or circumstance beyond the control entrepreneur such as war, strike, crime, flood, earthquake which prevents him from continuing the business.

Select correct option:

Force Majeure

Force Mortigue

Force Montague

Force Meringue

Question # 13 of 15 (Start time: 11:45:30 PM) Total Marks: 1

In recent years, how much per worker productivity of Pakistani labour force has decreased as compared to India.

Select correct option:

25%

30%

35%

40%

Question # 14 of 15 (Start time: 11:45:46 PM) Total Marks: 1

In which year first appropriate definition of small business was introduce by an Indian?

Select correct option:

1935

1940

1945

195

Question # 15 of 15 (Start time: 11:46:04 PM) Total Marks: 1

Which of the following is/are the result/s of implementation of Ayubian model of economic development during 1980s?

Select correct option:

Promotion of large-scale units

Expansion of large-scale enterprises

Large loans offered by financial institutions

All of the given options

Question # 1 of 15 (Start time: 10:37:50 AM) Total Marks: 1

What was the outcome due to which the SME policy adopted by Pakistan in 1960 was rejected and was reverting to the Ayubian model of economic development?

Select correct option:

Inefficient labor

Political Instability

Society injustice

Technological revolution

Question # 2 of 15 (Start time: 10:39:18 AM) Total Marks: 1

Which of the following can be assessed by cash flow statement?

Select correct option:

Amount required for depreciation

Withdrawal of amount for personal use

Generation of positive cash flows

Need of cash for procurement

Question # 3 of 15 (Start time: 10:40:50 AM) Total Marks: 1

In which year Small & Medium Development Authority (SMEDA) was established?

Select correct option:

July, 1994

August, 1988

October, 1998

December, 2001

Question # 4 of 15 (Start time: 10:41:17 AM) Total Marks: 1

How many labor laws that exist in Pakistan to control the labor issues?

Select correct option:

50

52

54

56

Question # 5 of 15 (Start time: 10:42:03 AM) Total Marks: 1

Which of the following is an expressed form of YIPS? Select correct option:

Youth Investment Promotion Scheme

Youth International Project Scheme

Youth Information Platform Sector

Youth Inclusive Program System

Question # 6 of 15 (Start time: 10:42:52 AM) Total Marks: 1

According to research conducted in MIT Harvard University, USA, following are the main objectives for a technology entrepreneur EXCEPT:

Select correct option:

Creating something novel and useful

Creditability

Building long-term value

Freedom

Question # 7 of 15 (Start time: 10:44:11 AM) Total Marks: 1

SME Stands for

Select correct option:

Self Managed Entrepreneur

Small Manageable Enterprise

Small and Medium Enterprise

Self Manageable Enterprise

Question # 9 of 15 (Start time: 10:46:10 AM) Total Marks: 1

All of the following are the components managed under "Operational Expenditure" heading during the preparation of Financial Requirement Statement EXCEPT:
Select correct option:

Material

Rent, Interest

Insurance, Taxes

Patents

Question # 10 of 15 (Start time: 10:47:16 AM) Total Marks: 1

The acronym UNDP stands for:
Select correct option:

United Nation Diagnostic Plan

United Nation Development Program

United Nation Dynamic Profit

United Nation Democratic Proposal

Question # 11 of 15 (Start time: 10:47:56 AM) Total Marks: 1

What kind of an entrepreneur will he/she be, IF he/she follows the old traditions, avoids risk taking and responds to change only in situations where it becomes necessary to do so?

Select correct option:

Innovative

Imitating

Fabian

Drone

Question # 12 of 15 (Start time: 10:49:32 AM) Total Marks: 1

Which of the following international organization conducted a survey regarding the salient features of entrepreneurs of Pakistan?

Select correct option:

World Bank

World Trade Organization

International Monetary Fund

UNO

Question # 13 of 15 (Start time: 10:50:46 AM) Total Marks: 1

Which of the following statement is important for an entrepreneur, provides information about the sources from which cash has been generated and how it has been spent during a specific period of time?

Select correct option:

Income Statement

Balance Sheet

Cash Flow Statement

Owner's Equity Statement

Question # 14 of 15 (Start time: 10:52:16 AM) Total Marks: 1

In recent years, how much per worker productivity of Pakistani labour force has decreased as compared to India.

Select correct option:

25%

30%

35%

40%

Question # 15 of 15 (Start time: 10:53:21 AM) Total Marks: 1

If you divide the SME industry into wholesale, retail, manufacture and service sectors, then the definition of SME will be based on which of the following?

Select correct option:

Financial Basis

Classification Basis

Man Power Basis

Asset Basis

Question # 1 of 15 (Start time: 10:03:43 AM) Total Marks: 1

What is the average mean age of entrepreneur of Korea according to a survey conducted by World Bank?

Select correct option:

40 Years

44 Years

48 Years

None of the given options

Question # 2 of 15 (Start time: 10:05:07 AM) Total Marks: 1

Which of the following is our major long-term issue in the development of SMEs?

Select correct option:

Education

Taxation

Finance

Labour

Question # 3 of 15 (Start time: 10:06:27 AM) Total Marks: 1

Which of the following term is defined as: "The initial equity capital used to start a new venture or business"?

Select correct option:

Value Capital Working

Capital

Seed Capital

Gross Capital

Question # 4 of 15 (Start time: 10:07:56 AM) Total Marks: 1

What is the percentage of new investment is generated by small and medium enterprises came from retained earning?

Select correct option:

40%

49%

57%

63%

Question # 5 of 15 (Start time: 10:09:00 AM) Total Marks: 1

Which of the following term is used for the head of board of directors of Punjab Small Industries Corporation (PSIC)?

Select correct option:

CEO of PSIC

Governor of Punjab

Chief Minister of Punjab

Minister of Planning and development, Punjab

Question # 6 of 15 (Start time: 10:09:34 AM) Total Marks: 1

The relationship between government and SME seems to be fundamentally flawed due to which of the following reason/s?

Select correct option:

Government under estimates potential of SME sector

Policy makers have preference towards large-scale industry

Implementation is not a continuous process

All of the given options

Question # 7 of 15 (Start time: 10:11:03 AM) Total Marks: 1

During which year Punjab Small Industries Corporation (PSIC) was established?

Select correct option:

1970

1972

1974

1976

Question # 8 of 15 (Start time: 10:11:41 AM) Total Marks: 1

Which of the following can be expressed as PITAC?

Select correct option:

Pakistan Industrial Technical Assistance Center

Pakistan Industrial Technological Aid Council

Pakistan Industrial Training Aid Commission

Pakistan Industrial Teaching Association Council

Question # 9 of 15 (Start time: 10:12:29 AM) Total Marks: 1

Following are the financial institutions developed to promote SME in Pakistan EXCEPT:

Select correct option:

Segmented Business Fund Corporation (SBFC)

Youth Investment Promotion Scheme (YIPS)

Regional Development Finance Corporation (RDFC)

Industrial Development Bank of Pakistan (IDBP)

Question # 10 of 15 (Start time: 10:13:21 AM) Total Marks: 1

Which of the following is the MOST important parameter to declare a business as a small business?

Select correct option:

Number of workers

Share in the economy

Business turnover

Total assets

Question # 11 of 15 (Start time: 10:13:51 AM) Total Marks: 1

What was the mean age of an enterprise in Pakistan if the mean age of an entrepreneur is 42 years, according to a survey conducted by World Bank?

Select correct option:

14 Years

16 Years

18 Years

None of the given options

Question # 12 of 15 (Start time: 10:15:16 AM) Total Marks: 1

In which year World Bank had conducted a survey in Pakistan about SMEs.

Select correct option:

2000

2001

2002

2003

Question # 13 of 15 (Start time: 10:16:43 AM) Total Marks: 1

Which of the following is true about today's global economy?

Select correct option:

Knowledge Based Economy

Industrial Based Economy

Economy of Socialism

Capital Economy

Question # 14 of 15 (Start time: 10:17:01 AM) Total Marks: 1

What is the debt equity ratio for loan up to Rs. 7.5 Lac in Punjab Small Industries Corporation (PSIC)? (as per survey 2001)

Select correct option:

80:20

70:30

60:40

50:50

Question # 15 of 15 (Start time: 10:17:50 AM) Total Marks: 1

How the large and small sectors are interlinked?

Select correct option:

By fostering changes

By subcontracting

By sharing risk

By serving the same market

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

Who introduced the first ever business laws to protect the customers from unscrupulous traders?

Hammurabi

Samsu-Iluna
Shamshi Adad
Sin-muballit

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

Following are the main internal factors for an entrepreneur described by Albert Shapiro in his psychological analysis EXCEPT:

Vision
Determination
Decision making power

Fate

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

Following are the different functions an innovative entrepreneur performs EXCEPT:

Launches new products
Discovers new markets
Establishes new methods of production

Duplicate the technology

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

According to a survey conducted by World Bank, what is the percentage of entrepreneurs who get formal education in colleges?

10%

30%

60%
80%

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

Following are the factors that promoted the trend of development of SME in Pakistan during 1980s EXCEPT:

High level financing
Uneven profit distribution
Technological revolution

Monopoly of resources

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

Under what condition an entrepreneur enjoys extra time favor from bank or government to fulfill the requirements of the contract?

Force Majeure

Fraud

Bankrupt

None of the given options

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

Following are the basic reasons behind low tax base in Pakistan EXCEPT?

High cost of book keeping

Harassment of tax authorities

Non cooperative role of CBR

High physiological cost

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

While making different strategies for socio-economic development, which of the following is at the top priority of Government of Pakistan?

Poverty Reduction Strategy Paper (PRSP)

Micro Finance Sector Development Program

Reform of Financial Sector

Reforms in Tax Administration

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

Which of the following can be defined as: "The additional value of a commodity over the cost of commodities used to produce it from the previous stage of production"?

Value Added

Value Imbedded

Value Extracted

Value Injected

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

In recent years, how much per worker productivity of Pakistani labour force has decreased as compared to China.

25%

30%

35%

40%

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

Which of the following is correct regarding per worker productivity?

Pakistan < India < China

China < India < Pakistan

Pakistan < China < India

India < China < Pakistan

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

Which of the following is NOT a main hurdle for the up-gradation of technology, in Pakistan?

Inadequate R&D facilities

Lack of skills & experience

Insufficient information on technological cooperation

Abundance of appropriate metrology and testing equipments

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

Which of the following has biggest scope in term of capital and asset?

Sole Proprietorship

Partnership

Private Limited Company

Public Limited Company

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

In "Financial Requirement Statement", you keep some amount in reserve as safeguard against possible losses. Under which of the following heading you will show this amount in the statement?

Contingency Fund

Miscellaneous Fund
Adversity Fund
Concealed Fund

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

The personal credentials that will be attached with loan application may include all of the following EXCEPT:
Brochure of Business
Your Profile

Family Information

Previous Lending History

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

In a bank loan application, your personal profile has a document called "CV". What does it stand for?

Curriculum Vitae

Customer Verification
Client Validity
Computerized Valuation

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

Which of the following is defined as "A formal statement of a set of business goals, the reasons why they are believed attainable, and the plan for reaching those goals"?

Business Plan

Business Strategy
Business Forecast
Business Sketch

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

According to which country, an industry will be a small industry if the number of employees is less than 100?

USA

Russia
France
Japan

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

According to Singapore, a business is said to be a small business, if capital involved is less than US \$ 85 million and number of employees are .

Less than 100

Less than 50
Less than 200

Less than 150

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

IF you follow the old traditions, avoids risk taking and responds to change only in situations where it becomes necessary to do so, then what kind of an entrepreneur you will be?

Innovative

Imitating

Fabian

Drone

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

In which year, Sindh Small Industries Corporation (SSIC) was established?

1970

1972

1974

1976

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

Which of the following is the key change in SMEDA after restructuring?

One Window Operations

Lengthy Legal Documentations

Unilingual Documents

Conversion of Sectors into Industry

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

Which of the following is NOT the basic reason in the improvement of tax base?

High tax rate

High cost of book keeping

High bargaining role of tax collector

High cost of consultancy

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

Which one of the following statements is TRUE about the HR institutions developed to train the workforce?

There is mismatch between the output of these institutions and need of the SME

industry.

These institutions are fully aware of the needs of the SME industry.

The output of these institutions is fully capable to run the industry.

There is equilibrium between the demand of SME industry and supply of these institutions.

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

If you are interested in protecting a title, slogan, or other short word phrase, generally you want which of the following?

Trademarks

Copyrights

Patents

All of the given options

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

Following are the examples of intellectual property rights EXCEPT:

Copyright

Patent

Trademark

Brand Image

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

Following are the activities related to cash outflow of a firm EXCEPT:

Depreciation

Dividend

Interest Payment

Tax

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

A bank can reject your application for a short-term loan to meet your daily expenses. Which of the following may be the least important factor for rejection?

Your negative cash flow

Non-availability of adequate security

Your shopping round activity

Less liquidity ability of an asset

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

A bank raises some objection against your application for a short-term loan to pay the salaries of employees. Which of the following may be the most important factor for rejection?

Your shopping round activity

Too much cautious attitude for risk sharing

Mistrust on bank policy

Shorter due date of payable against receivable

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

In the rental car industry, there is a practice in which automobile companies repurchase their cars at a set price after a negotiated period of time. This practice is an example of which of the following?

Buy Back Agreement

Sell Back Agreement

Purchase Return Agreement

Sell Return Agreement

The location of the business is especially important for what type of start-up businesses?

❖ Manufacturing.

❖ Service.

❖ Computer-based service.

❖ Retail

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

A key characteristic of a successful entrepreneur is:

❖ Never hang failed.

❖ Expert technical knowledge of the product.

❖ Learning to fail intelligently.

❖ Earning at least a 25% return for investors.

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

The key ingredient-the crucial element-to avoiding the failure of a new business is:

❖ The business plan.

❖ **Knowing the business.**

❖ Technical expertise regarding the product.

❖ Differentiating the business and product from the competition.

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

The key to effective financial management in a start-up is:

❖ Excellent controls.

❖ The use of ABC accounting processes.

❖ **Have sufficient start-up capital.**

❖ Have an adequate inventory on hand.

Question No: 5 (Marks: 1) - Please choose one
Which of the following is true about avoiding business failure?

- ❖ You must understand financial statements.
- ❖ You need to learn how to manage others.
- ❖ You must differentiate your product from the competition.

❖ You must do all of these.

Question No: 6 (Marks: 1) - Please choose one
U.S. economic structure is moving:

- ❖ Away from agricultural to a industrial economy

❖ Away from an industrial to a knowledge-based one

- ❖ Back to agricultural economy
- ❖ Away from an agricultural to a knowledge-based one

Question No: 7 (Marks: 1) - Please choose one
A knowledge based business economy favors small business because:

- ❖ The cost of managing and transmitting knowledge is very low
- ❖ Small businesses are more successful
- ❖ Information technology is driving cost of managing and transmitting knowledge lower

❖ Both a & c

Question No: 8 (Marks: 1) - Please choose one
Money driven and wild risk takers are both:

- ❖ Common characteristics of entrepreneurs
- ❖ Entrepreneur's techniques to success

❖ Common misconceptions of entrepreneurs

- ❖ None of the given options

Question No: 9 (Marks: 1) - Please choose one
Small businesses are those that employ:

- ❖ More than 100 employees
- ❖ Fewer than 20 employees
- ❖ Fewer than 100 employees

❖ Number doesn't matter

Question No: 10 (Marks: 1) - Please choose one
The most important change due to Expansion occurs in:

◆Organizational structure

- ◆Inventory and financial control procedures
- ◆Managerial expertise
- ◆Personnel assignments

Q # 02: The mental ability of a successful entrepreneur consists of all of the following EXCEPT:

Intelligence

Creative Thinking
Analytical Ability

Emotional Stability

Q # 03: The emergent entrepreneur of new century is eager to lead business world, despite he is energetic, risk bearer and have inclination towards achievement but he must be a gambler.

- A
True
- B

False

Q # 04: Which of the following is NOT a distinctive quality of a successful entrepreneur?

- A
Exhibit Mental Ability (Intelligence, Creative Thinking and Analytical Ability)
- B
Have Technical Knowledge (Analysis and interpretation of financial records)
- C

Risk Taker like Gambler (Go for profit, put every thing in business)

- D
Demonstrate Human Relationships (Emotional stability, sociability, tactfulness, empathy)

Q # 05: For an entrepreneur money is cavalier, i.e. money is not a principal obsession and he values money but not for itself but for as a measure of his accomplishment

- A

True

- B
False

Q # 01: You are studying SME Management as a course because entrepreneurial education:

- A
Has become extremely popular
- B
Universities are not able to meet the demand
- C
More courses are being offered in entrepreneurship
- D

All of the Given Options

Q # 02: Entrepreneurs seem to be characterized by:

- A
A desire for money
- B
An inability to organize but strong conceptual skills
- C
A desire to work alone because of weak management skills and a need for control
- D

A high energy level

Q # 03: The owners of small businesses start their business because they believe that:

A

They work harder on their own than if they worked for someone else

- B
They earn less than if they worked for someone else
- C
They are less satisfied than if they worked for someone else
- D
They have high inclination towards power and autonomy

Q # 04: More businesses are started by individuals between than at any other age.

- A
Under 25
- B
25-34
- C

35-44

- D
45-54

Q # 05: Family businesses face which of the following as a major threat?

- A
Having Kids
- B
Unbalance Social Life
- C

Management Succession

- D
There is no such Threat

Q # 01: Two characteristics common to entrepreneurs are creativity and an eye for opportunity.

- A

True

- B
False

Q # 02: Forces driving the entrepreneurial trend in our economy include which of the following?

- A
Technological advancement
- B
Shift to a service economy
- C
World Wide Web
- D

All of the given options

Q # 03: People who once saw launching a business risky now see it as an ideal way to create their own job security.

A

True

B
False

Q # 04: Which of the following is NOT a common characteristic of entrepreneurs?

A
Desire for responsibility

B

Business plan expertise

C
Preference for moderate risk

D
High energy level

Q # 05: In start-ups, it is often safest to be a "me-too" business, follow the leaders in the market until sufficient cash flow develops to permit R & D into new and innovate products.

A
True

B

False

Q # 02: Money driven and wild risk takers are both:

A

Common characteristics of entrepreneurs

B

Entrepreneur's techniques to success

C

Common misconceptions of entrepreneurs

D

Familiar requirements of every entrepreneur

Q # 03: Small businesses create more jobs than either medium or large businesses.

A

True

B

False

Q # 04: Small businesses thrive in every industry, but the majority of them are in which of the following?

A

General Construction Industry

B

Retail Businesses

C

Manufacturing

D

Service Industries

Q # 05: In most of the cases, the primary cause of business failure is related to which of the following?

- A
Improper managerial attitude
- B
Poor financial controls
- C

Incompetent management

- D
Location

Q # 03: The personal objectives of small business owners tend to be , as opposed to those of managers of large firms, who tend to be

- A
Prestige oriented; independence oriented
- B

Achievement oriented; prestige oriented

- C
Power oriented; prestige oriented
- D
Prestige oriented; achievement oriented

Q # 01: Which of the following is NOT a common barrier in the path of entrepreneurship?

- A
Not Have of Viable Concept
- B
Little of Market Knowledge
- C

Efficient in Technical Skills

- D
Lacking Seed Capital

Q # 02: Entrepreneurship has a role in increasing productivity and the key to increase productivity include all of the following EXCEPT:

A

Research and Development

B

Investment in Plant and Machinery and Human Resources

C

Imitation Ability to Utilize and Allocation of Resource

D

Realization of Internal and External Economies of Scale

Q # 04: A small business stays in touch with its customers, suppliers, and community better than a large business does:

A

True

B

False

Q # 02: The inconsistency in the formation of SMEs policy is mainly caused by which of the following factor?

A

Poor Performance of SME Sector

B

Central Role of Landlord in Policy Making

C

Changing Priorities of Government due to Political Instability

D

There is effort is made to develop a SME Policy

Q # 03: In Pakistan, due to least involvement of SME sector, which of the following trends was emerged in early 70s?

- A
Emergence of Large-Scale Units Only
- B
Convergence of Wealth in Few Hands
- C
Supply of Large Loans only by Banking Sector
- D

All of the Given Options

Q # 04: Lack of experience is the number one cause of small business failures.

A

True

- B
False

Q # 05: Which of the following factors encourage the development of SME sector EXCEPT:

- A
Low Level of Financing
- B
Employment Generation
- C
Vendor Based Development
- D

Shaky Confidence of Businessmen

Q # 01: Energetic aptitude is the prime psychological derive that motivates the entrepreneur towards accomplishment and achieving a goal that possesses reasonable

challenge to an individual's competence.

A
True
B

False

A

They encourage innovation and flexibility.

B
They do not maintain close relationships with customers and community.
C
They make larger firms uncompetitive
D
They generate less employment.

Q # 01: In today's economy, entrepreneurs are seen as heroes.

A

True

B
False

Q # 05: Small business owners tend to be power and prestige oriented.

A

True

B
False

Q # 01: Which of the following factor contributes positively in the development of SME sector?

A
Entrepreneurial Development
B
Vendor Based Development

C

Just Distribution of Resources and Profits

D

All of the Given Options

Q # 02: The IMF conditions and poor recovery rate of huge borrowings played a major role in creating a negative point for the progress curve in Pakistan.

A

True

B

False

Q # 03: The pre-requisites for the development of SME sector rest heavily on which of the following?

A

Infrastructure to fulfill the needs of SME sector

B

A banking system customized for SME development

C

One window operation

D

All of the Given Options

Q # 04: One hallmark of true entrepreneurs is their ability to adapt to the changing demands of their customers and businesses.

A

True

B

False

Q # 05: Which of these represent a small business characteristic?

A

Focus is on efficiency

B

Preferred funding source is other people's money

C

Approach to human resource is to professionalize

D

Delegation is essential

Q # 01: Studies indicate that the opportunity to make a difference is a significant benefit in the eyes of most entrepreneurs.

A

True

B

False

Q # 02: The institution "Directorate of Industries" established in 1976, is currently working in which of the province of Pakistan?

A

Punjab

B

Sindh

C

NWFP

D

Balochistan

Q # 03: In 1972, for the development of SME sector, government of Pakistan established provincial departments. In which province/s these departments was/were established?

A

In Punjab only

B

In Punjab and Sindh only

C

In Punjab, Sindh and NWFP

D

In all Provinces

Q # 04: In order to meet the financial requirements of SME sector, Small Business Finance Corporation (SBFC) was established but this institution failed to deliver because of which of the following reasons?

A

Weak Internal Control System

B

**Poor Work
Ethics**

C

Highly Ineffective and Poor Human Resources

D

All of the given Options

Q # 05: In year 2000, after restructuring of Small Business Finance Corporation (SBFC), how many branches were reduced to increase the efficiency level?

A

23

B

33

C

43

D

53

Q # 01: The implementation of a creative idea or opportunity leading to profitable, effective outcomes refers to which of the following?

A

Innovation

B

Technology Transfer

C

Entrepreneurial Alertness

D

Opportunity Recognition

Q # 02: Which of the following NGO types has broad functions to influence public interest?

A

Association Type Organizations

B

Support Organizations

C

Community Organizations

D

Technical intervention NGOs

Q # 03: One of the main objectives of SMEDA is policy formulation to encourage the growth of SMEs in the country and to advise the Government on fiscal and monetary issues related to SMEs.

A

True

B

False

Q # 04: Which of the following is true about "Golden Handshakes"?

A

It can be sweeteners for mandatory retirement

B

It is a form of Employee Benefits

C

Is almost used like a punishment

D

Statements are correct within certain context

Q # 05: The activities like conducting sector studies, developing feasibility reports and doing analysis for SMEs' development, are beyond the scope of working of SMEDA.

A

True

B

False

Q # 01: The policy issues regarding SME development emerged because the policy makers have more inclination towards:

A

Their own personal gains

B

Large Scale Businesses

C

Trade Liberalization

D

Political Bribery

Q # 02: Which of the following institutions is NOT facilitating directly the business activity of SME sector in Pakistan?

A

Board of Investment (BOI)

B

Export Promotion Bureau (EPB)

C

Federal Board of Revenue (FBR)
D

Karachi Stock Exchange (KSE)

Q # 03: For development of SME sector, market driven support programs are important to attain substantiality, maximize the potential for cooperation with the private sector, and minimize the distortions in the economy.

A

True

B

False

Q # 04: Under the SME Sector Development Program, it is expected that SMEDA execute following activities EXCEPT:

A

Prepare Government documents on policy regarding SME

B

Develop drafts relevant for laws and regulations

C

Create coordination among different departments of Government

D

Develop programs to attract foreign investment for SME

Q # 05: Stability and consistency in the policy making are necessary conditions for achieving and sustaining high levels of economic development of SME sector.

A

True

B

False

Q # 01: Why a division of small, medium and large is made for different businesses?

A

Due to Amount Business Activity

B

Due to Volume of Capital Involved

C

Plan to sublease your premises and relocate to larger quarters

D

Provide for this contingency in your lease

Q # 02: In early definitions of SMEs, which of the following factors has prior importance?

A

Level of Capital

B

Number of Employees

C

Capacity of Production

D

Annual Revenues

Q # 03: According to Committee on Economic Development, to declare a business as 'small', how many minimum number of parameters should be considered?

A

Two

B

Three

C

All parameters given by committee

D

There is no such restriction

Q # 04: In most of SMEs, the style of management is:

- A
Least Centralized
- B
Highly Decentralized
- C

Highly Centralized

- D
Not a important matter

Q # 05: According to latest definition, a business is said to be large if number of employees are

- A
More than 9
- B

More than 49

- C
More than 79
- D
More than 99

Q # 01: Every country has adopted a standard definition of SME, despite the regional differences.

- A
True
- B

False

Q # 02: The letter 'E', in 'SME' stands for which of the following?

A

Enterprise

B

Entrepreneur

C

Entrepreneurship

D

Entrapreneurship

Q # 03: Each country especially Pakistan, has revised the definition of SMEs after certain interval of time because of which following reasons?

A

Fluctuating Performance of SME Sector

B

Change in priorities of Government

C

Lack of understanding about importance of SME sector

D

Lack of consensus among different institutions linked with SME sector

Q # 04: Small business does well in developing markets as it can easily absorb the changes in the business world.

A

True

B

False

Q # 05: In most of the countries, there is no difference between 'cottage industry' and 'micro industry'.

A

True

B

False

Q # 01: If large business provides materials and components to small business that process the same into finished goods, then this is called:

A

Job Sub-Contracting

B

Purchase Sub- Contracting

C

Franchised sub-Contracting

D

Trade Sub-Contracting

Q # 02: If a product is manufactured by small company purchased by a big unit as an accessory like plastic dust covers for video recorders, electronic passive components or packaging than this relationship between large business and small business is called complimentary business.

A

True

B

False

Q # 03: In job sub-contracting, small business procures material and than manufactures a specific part or component needed by a particular large unit.

A

True

B

False

Q # 04: In Pakistan, each province has adopted how many parameters to coin the proper definition of SMEs?

- A
- Two
- B

Three

- C
- Four
- D
- It varies from each province

Q # 05: In Pakistan, the business is divided in how many levels?

- A
- 3 Levels (Small, Medium, Large)
- B

4 Levels (Micro, Small, Medium, Large)

- C
- 5 Levels (Cottage, Micro, Small, Medium, Large)
- D
- There is no such division

Q # 01: Which one of the following institutions has introduced the definition of 'micro business' for the first time in Pakistan?

- A

State Bank of Pakistan

- B
- SMEDA
- C
- Ministry of Commerce
- D
- Chamber of Commerce and Industry

Q # 02: Which of the following is true to transfer a business from micro level to medium level?

A

When the number of employees increases but productive assets limit unchanged

B

When the number of employees remains same but productive assets limit increases

C

When both; the number of employees and productive assets limit increases

D

There is no such division of micro-level and medium level

Q # 03: The economic power of both small business and large business is different because the small business is in no position to influence its immediate economic involvement but big business does.

A

True

B

False

Q # 04: Small businesses are unable to survive well in a bad business conditions due to having slow and inflexible capability of bringing changes in cost and labor.

A

True

B

False

Q # 05: Which of the following countries deduce the definitions of SMEs for the legal purposes only and other deciding factors were kept as landmarks?

A

West Germany, Australia and Norway

B

India, China and Japan

C

Denmark, Australia and USA

D

There is not a single country that is following such criteria

Question # 1 of 10 (Start time: 10:49:26 AM) Total Marks: 1

For a SME, receipts are the example of which type of following loan.

Select correct option:

Short - Term Loan

Medium - Term Loan

Long - Term Loan

Unlimited Loan

Question # 2 of 10 (Start time: 10:51:05 AM) Total Marks: 1

In recent years, which of following country has highest per worker productivity?

Select correct option:

India

Pakistan

China

All are at same Level

Question # 3 of 10 (Start time: 10:52:29 AM) Total Marks: 1

Following are the methods which can be used to find new ideas for a product EXCEPT:

Select correct option:

Novel Use of Known Products

Ancillarisation

Watching Trends in Fashions

Market Myopia

Question # 4 of 10 (Start time: 10:53:53 AM) Total Marks: 1

Which of the following is the expressed form of WEBCOP?

Select correct option:

Workers Employers Bilateral Council of Pakistan

Welfare of Employees Bilateral Convention of Pakistan

Workers Employees Bilateral Committee of Pakistan

Welfare Employers Bilateral Commission of Pakistan

Question # 8 of 10 (Start time: 11:00:57 AM) Total Marks: 1

A loan for a period of 5 years or less is said to be:

Select correct option:

Short - Term Loan

Medium - Term Loan

Long - Term Loan

Unlimited Loan

Question # 9 of 10 (Start time: 11:01:42 AM) Total Marks: 1

Which of the following features can NOT be evaluated by cash flow statement?

Select correct option:

Company's ability to generate positive cash flows

Company's ability to pay dividends

Company's amount required for depreciation

Company's need for external financing