



03063548328 Sonu Ilyas Mughal

MGT510-Total Quality Management



Grand Quiz 2020 (Covid-19)

100% Correct Solve (Alhamdulillah)

BY Virtual Assistance Sonu Ilyas Mughal

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MGT510:Grand Quiz

Quiz Start Time: 06:01 PM, 28 I

Question # 1 of 30 (Start time: 06:01:10 PM, 28 December 2020)

Which of the following is true for subsystems?

Select the correct option

- | | |
|----------------------------------|--|
| <input type="radio"/> | These are not linked together as internal customers and suppliers |
| <input type="radio"/> | These are linked together as external customers and suppliers |
| <input type="radio"/> | These are linked together as external and internal customers and suppliers |
| <input checked="" type="radio"/> | These are linked together as internal customers and suppliers |

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Click to Save Answer & Move to Ne



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Question # 2 of 30 (Start time: 06:01:38 PM, 28 December 2020)

“Will a service be performed when promised?” refers to which one of the following dimensions of RATER?

Select the correct option

<input checked="" type="radio"/>	Timeliness
<input type="radio"/>	Consistency
<input type="radio"/>	Tangibility
<input type="radio"/>	Completeness

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Click to S



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Question # 3 of 30 (Start time: 06:01:58 PM, 28 December 2020)

Which of the following are the dimensions of quality in manufacturing sector?

Select the correct option

<input type="radio"/>	Performance, Time & Reliability
<input type="radio"/>	Features, Durable & Completeness
<input checked="" type="radio"/>	Performance, Durable & Aesthetics
<input type="radio"/>	Aesthetics, Perceived Quality & Responsiveness

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Quiz Start Time: 06:

Question # 4 of 30 (Start time: 06:02:30 PM, 28 December 2020)

In old paradigm of quality, organization structure was based on _____.

Select the correct option

<input type="radio"/>	Flat hierarchy	Sonu Ilyas Mughal
<input type="radio"/>	Fewer levels of managers	
<input checked="" type="radio"/>	Specialization of task	
<input type="radio"/>	None of the given options	

Click to Save Answer & M



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Question # 5 of 30 (**Start time: 06:02:54 PM, 28 December 2020**)

Which one of the following models values stability?

Select the correct option

<input type="radio"/>	Organism model	Sonu Ilyas Mughal
<input checked="" type="radio"/>	Mechanistic model	
<input type="radio"/>	Cultural model	
<input type="radio"/>	Total Quality model	



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Quiz Start Time: 06:01 PM, :

Question # 6 of 30 (Start time: 06:03:25 PM, 28 December 2020)

Guidelines for quality management in projects are discussed in which one of the following ISO standards?

Select the correct option

<input type="radio"/>	ISO-9003 (2004)
<input type="radio"/>	ISO-9000
<input checked="" type="radio"/>	ISO-10006 (2003)
<input type="radio"/>	ISO-22000

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Click to Save Answer & Move to



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Quiz Start Time: 06:01 P

Question # 7 of 30 (Start time: 06:03:51 PM, 28 December 2020)

Juran is best known for which of the following contributions to quality philosophy?

Select the correct option

- | | |
|----------------------------------|-----------------------------------|
| <input type="radio"/> | Three basic steps to progress |
| <input type="radio"/> | Ten steps to quality improvements |
| <input type="radio"/> | The Juran trilogy |
| <input checked="" type="radio"/> | All of the given options |

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Question # 8 of 30 (Start time: 06:04:15 PM, 28 December 2020)

Which one of the following is the objective of a TQM system?

Select the correct option

<input checked="" type="radio"/>	Continuous improvement	Sonu Ilyas Mughal
<input type="radio"/>	Incremental improvement	
<input type="radio"/>	Competitor improvement	
<input type="radio"/>	Customer improvement	

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Quiz Start Time: 06:

Question # 11 of 30 (Start time: 06:05:35 PM, 28 December 2020)

Process audit and test of purchased material belong to which of the following types of quality costs?

Select the correct option

<input type="radio"/>	Internal failure cost
<input type="radio"/>	Prevention cost
<input type="radio"/>	External failure cost
<input checked="" type="radio"/>	Appraisal cost

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Quiz Start Time: 06:

Question # 12 of 30 (Start time: 06:06:07 PM, 28 December 2020)

Which one of the following themes refers to the combination of benefits derived from using a product or services?

Select the correct option

<input type="radio"/>	Customer buying power
<input type="radio"/>	Continuous improvement
<input checked="" type="radio"/>	Customer value strategy
<input type="radio"/>	Cross functional system

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Quiz Start Time: 06:01 PM, 28 I

Question # 13 of 30 (Start time: 06:06:33 PM, 28 December 2020)

"Trying to focus the group discussion on topics of personal interests rather than the group", depicts which of the following self-oriented behaviors?

Select the correct option

<input checked="" type="radio"/>	Diverting
<input type="radio"/>	Excluding
<input type="radio"/>	Belittling
<input type="radio"/>	Blocking

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Click to Save Answer & Move to Ne



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Question # 14 of 30 (Start time: 06:06:58 PM, 28 December 2020)

Which of the following is not included in internal failure?

Select the correct option

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<input type="radio"/>	Cost of rework
<input type="radio"/>	Downtime
<input type="radio"/>	Retesting Cost
<input checked="" type="radio"/>	Product Recalls



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Quiz Start Time: 06:01 PM

Question # 16 of 30 (Start time: 06:08:18 PM, 28 December 2020)

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

Select the correct option

- | | |
|----------------------------------|---|
| <input checked="" type="radio"/> | Processes to measure and analyze customer satisfaction |
| <input type="radio"/> | An Environmental Policy to be in existence within the organization |
| <input type="radio"/> | Procedures for registration of font-related identifiers |
| <input type="radio"/> | Irregular improvement of internal process and customer satisfaction |

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Click to Save Answer & Move t



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Question # 17 of 30 (Start time: 06:08:43 PM, 28 December 2020)

Which one of the following quality leaders said that quality is "non faulty system"?

Select the correct option

<input checked="" type="radio"/>	W. Edwards Deming
<input type="radio"/>	Joseph M. Juran
<input type="radio"/>	Philip B. Crosby
<input type="radio"/>	Ishikawa

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Question # 18 of 30 (Start time: 06:09:04 PM, 28 December 2020)

Which of the following is not included in benefits of the ISO 9000?

Select the correct option

- | | | |
|----------------------------------|--|-------------------|
| <input type="radio"/> | Increased productivity | Sonu Ilyas Mughal |
| <input type="radio"/> | Improved performance | |
| <input checked="" type="radio"/> | Provide confidence to internal customers | |
| <input type="radio"/> | Improved customer satisfaction | |



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Question # 19 of 30 (Start time: 06:09:31 PM, 28 December 2020)

Juran's prescriptions focus on three major aspects of quality that is called:

Select the correct option

<input type="radio"/>	System of profound knowledge	Sonu Ilyas Mughal
<input type="radio"/>	Quality of design	
<input checked="" type="radio"/>	Quality trilogy	
<input type="radio"/>	Quality process	



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Quiz Start Time: 06:01 PM

Question # 20 of 30 (Start time: 06:09:54 PM, 28 December 2020)

ISO 9000 series of quality management standards were developed for which of the following industries?

Select the correct option

<input type="radio"/>	Automotive
<input type="radio"/>	Aerospace
<input type="radio"/>	Telecommunication
<input checked="" type="radio"/>	All of the given options

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Click to Save Answer & Move



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Quiz Start T

Question # 23 of 30 (Start time: 06:11:03 PM, 28 December 2020)

Total quality views the enterprise as a system of which of the following options?

Select the correct option

- | | | |
|----------------------------------|--------------------------|-------------------|
| <input checked="" type="radio"/> | Interdependent processes | Sonu Ilyas Mughal |
| <input type="radio"/> | Dependent processes | |
| <input type="radio"/> | Managing processes | |
| <input type="radio"/> | Strategic processes | |



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Question # 24 of 30 (Start time: 06:11:26 PM, 28 December 2020)

How the requirements for documentation and records may not arise?

Select the correct option

- | | |
|----------------------------------|---|
| <input type="radio"/> | Contractual requirements from the customer or other interested parties |
| <input type="radio"/> | Acceptance of international, national, regional and industry sector standards |
| <input checked="" type="radio"/> | Irrelevant statutory and regulatory requirements |
| <input type="radio"/> | Decisions by the organization |

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Quiz Start Time: 06:01 PM,

Question # 25 of 30 (Start time: 06:11:49 PM, 28 December 2020)

People, technology and capital come under which of the following sections of the organizational system.

Select the correct option

<input checked="" type="radio"/>	Input
<input type="radio"/>	Process
<input type="radio"/>	Output
<input type="radio"/>	None of the given options

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Question # 26 of 30 (Start time: 06:12:14 PM, 28 December 2020)

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

Select the correct option

<input type="radio"/>	Processing customer complaints	Sonu Ilyas Mughal
<input type="radio"/>	Customer returns	
<input type="radio"/>	Warranty claims	
<input checked="" type="radio"/>	Quality planning	

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Question # 27 of 30 (Start time: 06:12:38 PM, 28 December 2020)

Which of the following is NOT the evaluation dimension for the Baldrige Criteria Framework?

Select the correct option

<input type="radio"/>	Approach	Sonu Ilyas Mughal
<input checked="" type="radio"/>	Unemployment	
<input type="radio"/>	Deployment	
<input type="radio"/>	Results	

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Quiz Start Time: 06:01 PM

Question # 28 of 30 (Start time: 06:13:00 PM, 28 December 2020)

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

Select the correct option

<input checked="" type="radio"/>	Shewhart
<input type="radio"/>	Deming
<input type="radio"/>	Juran
<input type="radio"/>	Crosby

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Quiz Start Time: 06:01 PM,

Question # 29 of 30 (Start time: 06:13:19 PM, 28 December 2020)

Which countries are encouraging the publication of quality books in their native language to make them more accessible?

Select the correct option

<input checked="" type="radio"/>	Spain and Brazil
<input type="radio"/>	China and Korea
<input type="radio"/>	India and China
<input type="radio"/>	Canada and America

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Time Left 79 sec(s)

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Quiz Start Time: 06:01 PM, 28 December 2020

Question # 30 of 30 (Start time: 06:13:42 PM, 28 December 2020)

Total Marks: 1

Organizations need to do which of the following options in order to beat the competition?

Select the correct option

- | | | |
|----------------------------------|-----------------------------|-----|
| <input checked="" type="radio"/> | Exceed customer expectation | /// |
| <input type="radio"/> | Satisfy customer need | /// |
| <input type="radio"/> | Satisfy customer demands | /// |
| <input type="radio"/> | Meet customer expectation | /// |

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Click to Save Answer & Move to Next Question



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- 3) Recorded Videos
- 4) Topic wise Notes
- 5) Short QA Solved
- 6) MCQs Solved
- 7) Solved Past and Current paper
- 8) Solved Graded Activities
(Assignment Quiz GDB)

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- 2) DD (Design Document)
- 3) Test phase
 - a) Test phase viva (Live Classes for viva preparation)
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 - a) Final coding
 - b) Final presentation
 - c) Final report
 - d) Pre final viva (Coding Viva)
 - e) Final viva (Overall Presentation)

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