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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

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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

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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?

Detection

**Strategic**

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## 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

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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

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

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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**

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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

Which of the following statements, in relation to

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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

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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  
spend 4 to 17 years on the factory floor

They  
spend 7 to 22 years on the factory floor

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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

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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

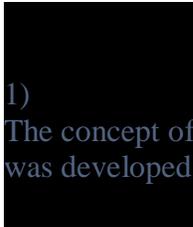
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1)  
The concept of common and special causes of variations was developed by:  
**Re: MGMT 510 TQM All Quiz**  
by **Admin** on Sat Jan 23, 2010 12:56 pm

.  
Deming

.  
**Walter Shewhart**

.  
Juran

.  
Taguchi

2)  
MBO stands for:

.  
**Management by Objective**

.  
Management by

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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

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Administrator

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Total Quality Management (MGMT 510) Quiz: 01  
Marks: 10 Semester: Spring 2008

**Re: MGMT 510 TQM All Quiz**  
by **Admin** on Sat Jan 23, 2010 12:57 pm

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

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

Ishikawa.

True

False

10 ISO was first released in 1882.

True

False

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Administrator

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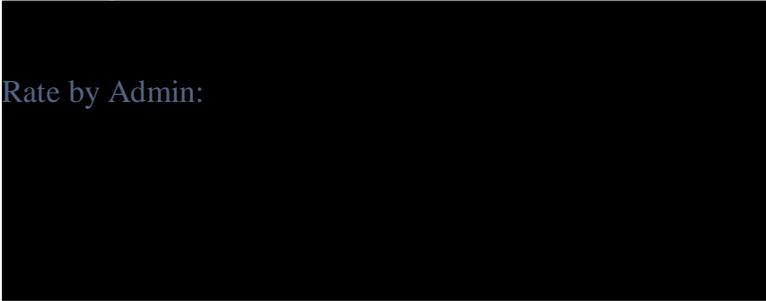
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**Re: MGMT 510 TQM All Quiz**

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

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?

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- 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

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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**

\_\_\_\_\_ 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

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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

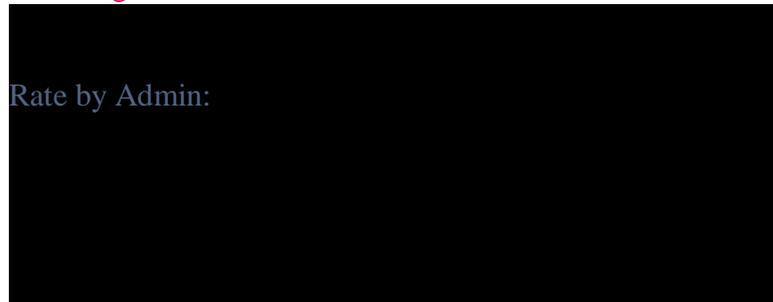
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Solution of Quiz

**Re: MGMT 510 TQM All Quiz**

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

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

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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**

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## 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

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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

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## Admin

Administrator

Number of posts: 8058

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Location: Sharqi Abadi Mustafabad Kasur

Job/hobbies: Do more for other

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

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Registration date: 2007-10-23

Total Quality Management (MGMT 510) Quiz: 03

Marks: 20 Semester: Spring 2008

**Re: MGMT 510 TQM All Quiz**

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

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?

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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

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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

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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

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## 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

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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

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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**

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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

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

**Re: MGMT 510 TQM All Quiz**

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

True

False

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

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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

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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?

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## 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

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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

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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

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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**

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## 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

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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

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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

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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

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## 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

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## 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

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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?

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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

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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

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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.

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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

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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

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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

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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

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diagram? Marks=2+1)

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

Compare and contrast run charts and control charts. 5

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

- Collect and Analyze Data

- Identify the Root Cause

Differentiate between control limits and specification limits. 10

**Admin**  
Administrator

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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

MIDTERM

EXAMINATION FALL 2007 Marks: 40

MGMT510 - TOTAL QUALITY MANAGEMENT (Session

Re: **MGMT 510 TQM All Quiz**

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

Which of the following is the odd one out?

Peter Drucker

Philip Crosby

W. Edwards Deming

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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

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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

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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**

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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**

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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.

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**True**

False

The Six Sigma is a new field 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?

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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

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**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?**

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## Admin

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

**Re: MGMT 510 TQM All Quiz**

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

Marks: 60Time: 150min

Exam Date: Thursday, March 06, 2008

Which of the following statements best describe the  
acronym SWOT?

Specific, Witness, Opportunities, and Time

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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

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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**

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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

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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 ??

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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

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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

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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 .

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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.”

