

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

Different

***Consistent**

Indistinguishable

Dissimilar

2. 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

3. 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

4. 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

5. 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**

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

17th century

18th century

19th century

***20th century**

7. 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

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

Germany

***Japan**

France

China

9. 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

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

Products only

Products and services

People and product

***Products, services, and people**

11. Which of the following statements holds true for quality assurance?

Top management's intention regarding quality

Functions determining implementation of the quality policy

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

Responsibilities and processes, which implement quality management

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

Organism model

Mechanistic model

Cultural model

***Total Quality model**

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

The Managing Director

The Operative

The Quality Manager

***Everyone in the organization**

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

Exterior finish

Quality of work

***Useful life**

Ease of repair

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

Diverting

Excluding

***Belittling**

Blocking

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

A threat

A substitute

***An opportunity**

An end

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

***Shewhart's**
Deming's

Juran's

Crosby's

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

***Manufacturing**

Distribution

Purchasing

Selling

19. 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

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

Drucker

Crosby

Deming

***Plato**

21. 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

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

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Brand name and price

Bells and whistles of the product

***Ability to repair a product**

23. 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

24. 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**

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

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Low productivity and low capacity utilization

Low productivity and high capacity utilization

High productivity and low capacity utilization

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

Projects

Products

***Services**

Measurement

29. Who developed Quality Function Deployment (QFD)?

Frederick Taylor

Joseph M. Juran

***Y. Akao**

Armand Feigenbaum

30. 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

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