

TELANGANA UNIVERSITY
S.S.R. DEGREE COLLEGE, NIZAMABAD (C.C:5029)
IV SEMESTER INTERNAL ASSESSMENT I EXAMINATIONS
BASIC QUALITY MANAGEMNT QUESTION BANK

I. Multiple choice questions.

10 X ½ = 5 Marks

1. _____ is not a process tools for TQM systems []
a. Process flow analysis b. Histograms c. Piler d. Control charts
2. Processes that operate with “six sigma quality” over the short term are assumed to produce lont-tem defect levels below _____ defects per million opportunities (DPMO) []
a. b.2.4 c.3 d.3.4
3. Inspection, scrap, and repair are examples of _____ []
a. Internal costs b. external costs c. costs of dissatisfaction d. Societal costs
4. _____ are used in six sigma []
a. Black belt b. external costs c. both black belt and green belt d. None of these
5. Customers are primarily concerned with _____ []
a. Communication, courtesy, and credibility of the sales person
b. Competence, courtesy, and security of the sales person
c. Competence, responsiveness, and reliability of the sales person
d. Communication, responsiveness, and cleverness of the sales person
6. Assured quality is necessary for building customer confidence []
a. Correct b. Correct some extent c. Correct to great extent d. Incorrect
7. _____ is about supplying customers with what they want when they want it. []
a.JUT b.HET c. JAT d.JIT
8. _____ are the areas that will be covered by the organization’s processes []
a. Process areas b. Product areas c. Private areas d. Preset areas
9. All of the following costs are likely to decrease as a result of better quality except []
a. Customer dissatisfaction costs b. Inspection costs c. maintenance costs
d. Warranty and service costs
10. Quality is defined by the customer” is []
a. An unrealistic definition of quality b. A user – based definition of quality
c. A manufacturing – based definition of quality d. A product – based definition of quality
11. TQM stands for _____ []
a. Total Quality management b. Total Quantity Management
c. Total Qualitative Management d. To question management
12. After E.deming, who is considered to have the greatest impact in quality management? []
a.kauro ishikawa b.Joseph M.Juran c.W.E. Deming d. Genichi Tagucchi
13. Deming’s 4 step cycle for improvement is _____ []
a.Plan, do check, act b.Schedule, do, act, check c.do, act, check, monitor d.Plan, control, act, sustain

14. In six sigma, a _____ is defined as any process output that does not meet customer specifications []
 a.error b.cost c.quality d.defect
15. Plan – do –study – act cycle is a procedure to _____ []
 a. Overall improvement b. Continuous improvement c. Permanent improvement
 d. Immediate improvement
16. Quality practices must be carried out _____ []
 a. At the start of the project b. Throuout the life of the project
 c. At the end of the project d. No need to carry out quality practices
17. _____ are the charts that identify potential causes for particular quality problems.[]
 a. Control chart b. Flow chart c. Cause and Effect Diagram d.Pareto chart
18. Quality circles work best if employees are initially trained in _____ []
 a. Group dynamics b. Motivation principles c. Communications d. All of the three
19. Quality trilogy includes []
 a. Quality planning b. Quality improvement c. Quality control d. All the three
20. Production issues should be addressed early []
 a. Correct b. Correct to some extent c. Correct to great extent d. Incorrect
21. Inspection is part of the _____ []
 a.quality control b. Quality planning c. Quality improvement d. Quality circle
22. QFD stands for _____ []
 a. Quantity for deployment b. Quality for deployment c. Quality function deployment
 d. Quality for decision
23. Reliability is the degree to which a unit of equipment performs its intended unit of equipment performs its intended function under _____ for _____ of time. []
 a. Specified conditions: specified period b. Any condition specified period
 c. Specified conditions all periods d. Any condition any period
24. Kaizen is a _____ process, the purpose of which goes beyond simple productivity improvement. []
 a. Weekly b. Daily c. Monthly d. Annual
25. Elements of quality management system are _____ []
 a. Organizational structure b. Responsibilities c. Procedures d. All the three
26. At the time of making a purchase agreement with a vendor, what is important to mention about inspection? []
 a. The Characteristics of the product that are to be inspected
 b. The tolerances that would be allowed c. The reputation of the vendor
 d. A & B both
27. “Poka – yoke” is the Japanese term for _____ []
 a. Card b. Fool proof c. Continuous improvement d. Fishbone diagram

28. Based on his 14 points, Deming is a strong proponent of _____ []
- Inspection at the end of the production process
 - an increase in numerical quotas to boost productivity
 - Looking for the cheapest supplier
 - Training and knowledge
29. A fishbone diagram is also known as a _____ []
- Cause – and – effect diagram
 - Poka – yoke diagram
 - Kaizen diagram
 - kaizen diagram
 - Taguchi diagram
30. According to Deming most of the problems are related to systems and it is the responsibility of the management to improve the systems []
- Correct
 - Correct to some extent
 - Correct to great extent
 - Taguchi
31. A maturity model can be used as a benchmark for comparison and as an aid to understanding []
- TRUE
 - FALSE
 - Depends
 - Can't say
32. Fourteen points framework for quality and productivity improvement was suggested by []
- Crosby
 - Ishikawa
 - Deming
 - Juran
33. Juran's Quality trilogy emphasizes the roles of quality planning, quality control and []
- Quality definition
 - Quality enhancement
 - Quality improvement
 - Quality maintenance
34. Quality circles members are _____ []
- Paid according to their contribution to quality
 - External consultants designed to provide training in the use of Quality tools
 - Always machine operators
 - None of the three
35. Identify the cost not likely to reduce as a result of better quality. []
- Maintenance costs
 - Inspection costs
 - Scrap costs
 - Warranty and service costs
36. Costs of dissatisfaction, repair costs, and warranty costs are elements of cost in the___ []
- Taguchi loss function
 - Pareto Chart
 - ISO 9000 Quality Cost Calculator
 - Process Chart
37. Kaizen is a Japanese term meaning _____ []
- Continuous improvement
 - Just – in –time (JIT)
 - A fishbone diagram
 - Setting standards
38. Quality management includes forming and directing a team of people to achieve a qualitative goal within an effective cost and time frame that result in _____ []
- A project completed in shortest possible time
 - A product or service that conforms to the required specifications.
 - An award – winning product that brings public recognition to the project
 - An innovative project that establishes qualification of the project team
39. Quality management includes forming and directing a team of people to achieve a qualitative goal within an effective cost and time frame that results in _____ []
- Quality planning
 - Quality improvement
 - Quality control
 - Quality planning (Actual answer is Quality planning roadmap)

40. DMAIC is _____ []
 a. Develop, Multiply, analyze, improve check b. Define, multiply, analyze, improve, control
 c. Define, measure, analyze, improve control d. Define, manufacture, analyze, improve, control
41. Quality fulfills a need or expectation that is : []
 a. Explicitly stated b. Implied c. Legally required d. All of the above
42. The taste of burgers across all Mc Donald outlets should be same. This is an example of _[]
 a. Sensory critical to quality characteristic b. Physical critical to Quality Characteristic
 c. Time Orientation critical to Quality Characteristic d. None of the above
43. Check sheet is used during _____ stage of DMAIC. []
 a. Define b. Measure c. Analyze d. Improve
44. _____ is the set of activities that ensures the quality levels of products and services are properly maintained and that supplier and customer quality issues are properly resolved.[]
 a. Quality Assurance b. Quality Planning c. Quality Control d. Quality Management
45. Presence of _____ after every stage of DMAIC allows for review of project and incorporation of suggestions. []
 a. Review gate b. Toll gate c. Decision gate d. None of the above
46. The Toyota product system is based on two pillars namely _____ and _____ []
 a. kaizen, six sigma b. Lean, six sigma c. Just in time, jidoka d. Just in time, Kaizen
47. Which of the following is not a target of total Quality Management. []
 a. Customer satisfaction b. Reducing Manpower c. Continuous cost reduction
 d. Continuous operational improvement
48. Let there be a data set (200, 201, 202,203,204, 205, 206, 207, 208). This data set can be represented using stem and leaf where the _____ is 20 and the _____ is (0,1,2,3,4,5,6,7,8). []
 a. Stem, Leaf b. Leaf, stem c .Tree, stem d. Tree, Leaf
49. A _____ diagram shows the location of defects in any unit. This diagram is used in the analyse step of DMAIC. []
 a. Affinity b. Relations c. Defect concentration d. Scatter
50. The _____ is used to identify what might go wrong in a plan under development. []
 a. Pareto chart b. PDPC c. Arrow diagram d. Matrix diagram