

G L Bajaj Institute of Management and Research.PGDM Institute

PGDM Batch (2021-23)

Academic Session 2021-22

Mid Term Quiz

Subject Name: TOTAL QUALITY MANAGEMENT

Subject Code: **PGO 07**

Name of Student:

Maximum Marks: 40

Marks Obtained

Note:

1. Writing anything except Roll Number on Quiz paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.

2. There is no negative marking for wrong answer.

3. Tick mark the correct answer.

Q1 _____ is NOT a process tools for TQM systems

- A Process flow analysis
- B Histograms
- C Plier
- D Control charts

Ans Key **C**

Q2 **Inspection, scrap, and repair are examples of** _____

- A Internal costs
- B External costs
- C Costs of dissatisfaction
- D Societal costs

Ans Key **A**

Q3 _____ are used in six sigma

- A Black belt
- B Green belt
- C Both black belt and green belt
- D None of the Above

Ans Key **C**

Q 4 American quality guru who took the message of quality to Japan

- A Genichi taguchi
- B Masaaki imai
- C Shigeo shingo
- D W. edwards deming

Ans Key **D**

Q5 Assured quality is necessary for building customer confidence.

- A A. correct
- B B. correct to some extent
- C C. correct to great extent
- D D. incorrect

Ans Key **A**

Q6 _____ is about supplying customers with what they want when they want it.

- A JUT
 - B HET
 - C JAT
 - D JIT
- Ans Key **D**

- Q7 "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
- Ans Key **B**

- Q8 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
- Ans Key **C**

- Q9 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
- Ans Key **B**

- Q10 Deming's 4 step cycle for improvement is _____**
- A A. plan, do, check, act
 - B B. schedule, do, act, check
 - C C. do, act, check, monitor
 - D D. plan, control, act, sustain
- Ans Key **A**

- Q11 Plan-do-study-act cycle is a procedure to _____**
- A Overall improvement
 - B Continuous improvement
 - C Permanent improvement
 - D Immediate improvement
- Ans Key **B**

- Q12 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
- Ans Key **B**

- Q13 _____ 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
- Ans Key **C**

Q14 Quality Trilogy includes

- A Quality planning
- B Quality improvement
- C Quality control
- D All the three

Ans Key D

Q15 QFD stands for _____

- A Quantity for deployment
- B Quality for deployment
- C Quality function deployment
- D Quality for decision

Ans Key C

Q16 Kaizen is a _____ process, the purpose of which goes beyond simple productivity improvement.

- A Weekly
- B Daily
- C Monthly
- D Annual

Ans Key B

Q17 Elements of quality management system are _____

- A Organizational structure
- B Responsibilities
- C Procedures
- D All the three

Ans Key D

Q18 Based on his 14 Points, Deming is a strong proponent of _____

- A Inspection at the end of the production process
- B An increase in numerical quotas to boost productivity
- C Looking for the cheapest supplier
- D Training and knowledge

Ans Key D

Q19 A fishbone diagram is also known as a . _____

- A Cause-and-effect diagram
- B Poka-yoke diagram
- C Kaizen diagram
- D Taguchi diagram

Ans Key A

Q20 Juran's Quality trilogy emphasizes the roles of quality planning, quality control and _____

- A Quality Definition
- B Quality enhancement
- C Quality improvement
- D Quality maintenance

Ans Key C

Q21 Costs of dissatisfaction, repair costs, and warranty costs are elements of cost in the _____

- A Taguchi Loss Function
- B Pareto Chart

C ISO 9000 Quality Cost Calculator

D Process Chart

Ans Key A

Q22 Kaizen is a Japanese term meaning _____

A continuous improvement

B Just-in-time (JIT)

C a fishbone diagram

D setting standards

Ans Key A

Q23 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 _____

A a project completed in shortest possible time.

B a product or service that conforms to the required specifications.

C an award-winning product that brings public recognition to the project

D an innovative project that establishes qualification of the project team

Ans Key B

Q24 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

Ans Key C

Q 25 The taste of burgers across all McDonald 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

Ans Key A

Q 26 _____ 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

Ans Key A

Q27 The Toyota Production 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

Ans Key: C

Q28 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

Ans Key: B

Q 29 For a point in the control chart to be out of control, it must lie

- A Above UCL or Below LCL
- B Between Central Line and LCL
- C Between Central Line and UCL
- D None of the above

Ans Key: A

Q30 The dimension of reliability is concerned with:

- A How easy it is to repair the product
- B How long does the product last
- C Will the product do the intended job
- D How often does the product fail

Ans Key: D

Q31 From a consumer perspective quality is determined by _____ while from a producers perspective quality is determined by _____.

- A Variability, Cost
- B Cost, Price
- C Price, Cost
- D Cost, Variability

Ans Key: C

Q32 A _____ chart can be used to identify the most frequently occurring defect.

- A Pareto
- B Ishikawa
- C Histogram
- D Scatter

Ans Key: A

Q33 The main aim of QFD is to

- A Listen to the voice of customer
- B Lower cost
- C Reduce errors
- D Reduce supplier defect

Ans Key: A

Q 34 Average Total Inspection is defined as:

- A Average of rejected lots and accepted lots
- B Average number of units inspected per lot
- C Average of rejected Lots
- D Average of accepted Lots

Ans Key: B

Q 35 If variability of a product decreases, its quality _____

- A remains unchanged
- B decreases
- C increases
- D may increase or decrease

Ans Key: C

Q 36 The focal point of all quality control should be:

- A Price focus

- B Cost Focus
- C Customer Focus
- D Manufacturing Focus

Ans Key: C

Q 37 Which of the following is false regarding when acceptance sampling is useful:

- A When testing is destructive
- B When 100% inspection cost is very low
- C When there are potentially serious product liability risk
- D When 100% inspection is not technically feasible

Ans Key: B

Q 38 Inspection of incoming/outgoing items is an example of _____.

- A Prevention Cost
- B Appraisal Cost
- C Internal Failure Cost
- D External Failure Cost

Ans Key: B

Q 39 _____ diagram is used for identifying potential relationship between two variables.

- A Pareto
- B Ishikawa
- C Histogram
- D Scatter

Ans Key: D

Q 40 Identification of customers and listening to the Voice of Customer (VoC) are a part of:

- A Quality Assurance
- B Quality Planning
- C Quality Control and Improvement
- D Quality Execution

Ans Key: B