

SET	TYPE	MARKS	QUESTION	CO	PI	Bloom's Level	Accessible For	ANSWER-ONE	ANSWER-ONE-STATUS	ANSWER-TWO	ANSWER-TWO-STATUS	ANSWER-THREE	ANSWER-THREE-STATUS	ANSWER-FOUR	ANSWER-FOUR-STATUS
A	SINGLE-CORRECT	1	Choose the incorrect statement regarding the need for quality.	CO1		Understand	My Institute	Markets have become more competitive	Incorrect	Quality provides sustained performance	Incorrect	Quality provides customer satisfaction	Incorrect	It is the trend nowadays to introduce quality	Correct
A	SINGLE-CORRECT	1	Reliability engineering is one of the activities involved in:	CO1		Understand	My Institute	Quality Control	Incorrect	Quality Assurance	Correct	Quality Improvement	Incorrect	Total Quality Management	Incorrect
A	SINGLE-CORRECT	1	Vikas bought a new washing machine which is not performing its primary function of washing clothes properly. What should the executive at customer care suggest Michael?	CO1		Understand	My Institute	To sell the washing machine	Incorrect	To buy a new washing machine	Incorrect	To assure the customer that a specialist will visit their house the following day	Correct	To lease the washing machine	Incorrect
A	SINGLE-CORRECT	1	Quality is fitness for use. Identify the quality guru who said this.	CO1		Understand	My Institute	Deming	Incorrect	Crosby	Incorrect	Taguchi	Incorrect	Juran	Correct
A	SINGLE-CORRECT	1	What does the abbreviation A.S.Q stand for?	CO1		Understand	My Institute	Asian Society for Quality	Incorrect	Asian Standard for Quality	Incorrect	American Society for Quality	Correct	American Standard of Quality	Incorrect
A	SINGLE-CORRECT	1	"Quality is defined by the customer" is	CO2		Understand	My Institute	A manufacturing-based definition of quality	Incorrect	A product-based definition of quality	Incorrect	A user-based definition of quality	Correct	An unrealistic definition of quality	Incorrect
A	SINGLE-CORRECT	1	Deming's 4 step cycle for improvement is _____	CO1		Understand	My Institute	Plan, do, check, act	Correct	schedule, do, act, check	Incorrect	do, act, check, monitor	Incorrect	plan, control, act, sustain	Incorrect
A	SINGLE-CORRECT	1	The systematic activities and planned activities which provide adequate confidence that the manufactured products are meeting the requirements is called _____	CO2		Apply	My Institute	Quality assurance	Correct	Quality control	Incorrect	Inspection	Incorrect	Sampling	Incorrect
A	SINGLE-CORRECT	1	Choose the incorrect statement related to quality improvement.	CO1		Understand	My Institute	Reduces rework	Incorrect	Increases machine time	Correct	Increases output with lowered cost	Incorrect	Leads to greater uniformity of product	Incorrect
A	SINGLE-CORRECT	1	Which of the following is a principle of TQM?	CO1		Understand	My Institute	Customer-focus	Correct	Product-centered system	Incorrect	Intermittent improvement	Incorrect	Decisions made by top executives only	Incorrect
A	SINGLE-CORRECT	1	To attain customer satisfaction, which of the following is mandatory in TQM?	CO1		Understand	My Institute	Founder involvement	Incorrect	Co-founder involvement	Incorrect	Total employee involvement	Correct	Manager involvement	Incorrect
A	SINGLE-CORRECT	1	Which of the following is the kind of planning approach a company following TQM follows?	CO1		Understand	My Institute	Strategic, systematic approach	Correct	Strategic, random approach	Incorrect	Random approach	Incorrect	Normal approach	Incorrect
A	SINGLE-CORRECT	1	What is the kind of focus put in a company's processes in TQM?	CO1		Understand	My Institute	Unsteady improvement	Incorrect	Passive improvement	Incorrect	Continual improvement	Correct	Steady improvement	Incorrect
A	SINGLE-CORRECT	1	For proper implementation of TQM, we need _____	CO1		Understand	My Institute	To have two managers in the company	Incorrect	To form a confidential group within the company	Incorrect	To have effective communication between employees	Correct	To have intermittent communication between employees	Incorrect
A	SINGLE-CORRECT	1	Which of the following is not an idea that can be incorporated by top management in a company to develop the Total Quality Program of a company?	CO1		Understand	My Institute	Management meetings	Incorrect	Focus on products and not processes	Correct	Company magazines	Incorrect	Company newsletters	Incorrect

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A	SINGLE-CORRECT	1	Which of the following is not a performance measure to ensure the highest degree of quality?	CO1		Apply	My Institute	Productivity	Incorrect	Number of company newsletters published in a year	Correct	Absenteeism	Incorrect	Sales turnover	Incorrect
A	SINGLE-CORRECT	1	In tradition management, Inspection philosophy is followed, and in TQM _____	CO2		Apply	My Institute	No philosophy is followed	Incorrect	Prevention philosophy is followed	Correct	Inspection philosophy is followed	Incorrect	Manager's philosophy is followed	Incorrect
A	SINGLE-CORRECT	1	Which of the following is not a tangible benefit of following TQM?	CO1		Understand	My Institute	Increased profitability	Incorrect	Increased market and customers	Incorrect	Improved productivity	Incorrect	Increase in quality costs	Correct
A	SINGLE-CORRECT	1	The product quality after using TQM philosophy _____	CO1		Understand	My Institute	Increases	Correct	Decreases	Incorrect	Remains the same	Incorrect	We cannot comment on product quality	Incorrect
A	SINGLE-CORRECT	1	Quality practices must be carried out _____	CO1		Understand	My Institute	at the start of the project	Incorrect	throuout the life of the project	Correct	at the end of the project	Incorrect	no need to carry out quality practices	Incorrect
A	SINGLE-CORRECT	1	_____ are the charts that identify potential causes for particular quality problems.	CO1		Understand	My Institute	Control Chart	Incorrect	Flow chart	Incorrect	Cause and Effect Diagram	Correct	Pareto chart	Incorrect
A	SINGLE-CORRECT	1	QFD stands for _____	CO1		Understand	My Institute	Quantity for deployment	Incorrect	Quality for deployment	Incorrect	Quality function deployment	Correct	Quality for decision	Incorrect
A	SINGLE-CORRECT	1	Based on his 14 Points, Deming is a strong proponent of _____	CO1		Understand	My Institute	Inspection at the end of the production process	Incorrect	An increase in numerical quotas to boost productivity	Incorrect	Looking for the cheapest supplier	Incorrect	Training and knowledge	Correct
A	SINGLE-CORRECT	1	Which of the following is not a technique to study the 'service quality gap'?	CO1		Understand	My Institute	Surveys	Incorrect	Online Research	Incorrect	Focus Groups	Incorrect	Asking the boss of the company	Correct
A	SINGLE-CORRECT	1	Which of the following is incorrect while referring to challenges faced while ensuring service quality?	CO1		Understand	My Institute	Customer expectations change over a period of time	Incorrect	Different customers can have different expectations	Incorrect	Knowledge of all customers about the service may not be the same	Incorrect	Customer expectations do not change at all	Correct
A	SINGLE-CORRECT	1	Which among the following is not a contribution made by Crosby?	CO1		Understand	My Institute	Quality Planning and Analysis	Correct	Quality is Free	Incorrect	Quality without Tears	Incorrect	Let's Talk Quality and Leading: The Art of Becoming an Executive	Incorrect
A	SINGLE-CORRECT	1	According to Crosby's First Absolute of Quality, quality is _____ to requirements, not goodness.	CO1		Understand	My Institute	Negligence	Incorrect	Carelessness	Incorrect	Conformance	Correct	Betrayal	Incorrect
A	SINGLE-CORRECT	1	According to Crosby's Third Absolute of Quality, quality has a performance standard of _____ not acceptable quality levels.	CO1		Understand	My Institute	Zero defects	Correct	Five defects	Incorrect	Nine defects	Incorrect	Two defects	Incorrect
A	SINGLE-CORRECT	1	Who devised the term 'affinity diagram'?	CO1		Understand	My Institute	Jiro Kawakita	Correct	Deming	Incorrect	Crosby	Incorrect	Taguchi	Incorrect
A	SINGLE-CORRECT	1	Cause and effect diagram is also known as _____	CO1		Understand	My Institute	Fishbone	Incorrect	Fishbone diagram	Correct	Cause diagram	Incorrect	Effect diagram	Incorrect
A	SINGLE-CORRECT	1	Which of the following is not an advantage of implementing a quality system that conforms to ISO standards?	CO1		Understand	My Institute	Improvement in employee involvement	Incorrect	Improvement in housekeeping	Incorrect	Inefficient decision making	Correct	Improvement in customer satisfaction	Incorrect

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A	SINGLE-CORRECT	1	Which of the following is/are the advantage(s) of using the ISO 9001 standard?	CO1		Understand	My Institute	Organizing processes	Incorrect	Improving the efficiency of processes	Incorrect	Continuous improvement	Incorrect	Organizing processes, improving the efficiency of processes, and continuous improvement	Correct
A	SINGLE-CORRECT	1	_____ 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.	CO1		Understand	My Institute	Quality Assurance	Correct	Quality Planning	Incorrect	Quality Control	Incorrect	Quality Management	Incorrect
A	SINGLE-CORRECT	1	If variability of a product decreases, its quality _____	CO1		Understand	My Institute	remains unchanged	Incorrect	increases	Correct	increases	Incorrect	may increase or decrease	Incorrect
A	SINGLE-CORRECT	1	Identification of customers and listening to the Voice of Customer (VoC) are a part of:	CO1		Understand	My Institute	Quality Assurance	Incorrect	Quality Planning	Correct	Quality Control and Improvement	Incorrect	Quality Execution	Incorrect
A	SINGLE-CORRECT	1	Ryan works in a company that follows TQM and produces nuts and bolts. The company has not moved much from its old design of nuts and bolts. Ryan's creativity leads him to a better and effective design of nuts and bolts at the same production cost as before. It can increase the productivity without compromising quality. Should the company implement Ryan's design?	CO2		Apply	My Institute	Design implementation is the responsibility of the design team only	Incorrect	Modern trends must not dominate and make the company lose its originality	Incorrect	Yes, everyone is recognized in a company which follows TQM	Correct	No, everyone is not recognized in a company which follows TQM	Incorrect
A	SINGLE-CORRECT	1	A company producing biscuits implemented TQM philosophy. It collected feedback data for the age group 50 to 60 years and determined the number of people using the company's biscuits and how satisfied they were with the product. Where did the company go wrong in its analysis?	CO2		Apply	My Institute	It must take into consideration a larger age group	Correct	Identified the wrong age group	Incorrect	It should not determine the number of people using their product and their level of satisfaction	Incorrect	There is no mistake in their TQM approach	Incorrect
A	SINGLE-CORRECT	1	The 10 years performance of a company was analyzed. The company followed TQM philosophy for the first two years and moved back to traditional management. What can you conclude about the management culture of the company?	CO2		Apply	My Institute	Lack of management commitment to follow TQM	Correct	Lack of management commitment to follow traditional management	Incorrect	The management of the company is properly functioning	Correct	We cannot comment on the management culture of the company	Incorrect

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A	SINGLE-CORRECT	1	Rahul had booked a room in a 5-star hotel. After he checked in at his hotel room he was angry on finding that his bed sheet was filthy. Which dimension of 'service quality' was poorly reflected?	CO2		Apply	My Institute	Tangibles	Correct	Reliability	Incorrect	Responsiveness	Incorrect	Empathy	Incorrect
A	SINGLE-CORRECT	1	The focal point of all quality control should be	CO2		Apply	My Institute	Price focus	Incorrect	Cost Focus	Correct	Customer Focus	Incorrect	Manufacturing Focus	Incorrect