

1. _____ 2 points
- Inspection, scrap, and repair are examples of

Mark only one oval.

- External costs
- Costs of
- dissatisfaction
- Societal costs
- Internal cost

2. Customers are primarily concerned with _____ 2 points

Mark only one oval.

- Communication, courtesy, and credibility of the sales
- person Competence, courtesy, and security of the sales
- person Competence, responsiveness, and reliability of the
- sales person Communication, responsiveness, and
- cleverness of the sales person

3. Assured quality is necessary for building customer confidence. 2 points

Mark only one oval.

- correct to some extent
- correct
- correct to great extent
- incorrect

4. "Quality is defined by the customer" is

2
points

Mark only one oval.

- An unrealistic definition of
quality A user-based definition
of quality
- A manufacturing-based definition of
quality A product-based definition of
quality

5. Deming's 4 step cycle for improvement is_____

2
points

Mark only one oval.

- plan, do, check, act
- schedule, do, act,
- check do, act, check,
- monitor plan, control,
act, sustain

6. In Six Sigma, a_____ is defined as any process output that does not meet customer specifications

2
points

Mark only one oval.

- error
- cost
- quality
- defect

7. _____ are used in six sigma

2
points

Mark only one oval.

- black belt
- green belt
- both black belt and green
- belt white belt

8. Quality practices must be carried out _____

2
points

Mark only one oval.

- at the start of the project
- throuout the life of the
- project at the end of the
- project
- no need to carry out quality practices

9. _____ are the charts that identify potential causes for particular quality problems.

2
points

Mark only one oval.

- Control Chart
- Flow chart
- Cause and Effect Diagram
- Pareto chart

10. Quality Trilogy includes

2
points

Mark only one oval.

[Type text]

- Quality cost
- Quality
- planning
- Quality law
- Quality chain

[Type text]

- correct
- correct to some
- extent correct to
- great extent incorrect

21. Kaizen is a _____ process, the purpose of which goes beyond simple productivity improvement. 2 points

Mark only one oval.

- weekly
- daily
- monthly
- annual

22. At the time of making a purchase agreement with a vendor, what is important to mention about inspection? 2 points

Mark only one oval.

- the characteristics of the product that are to be
- inspected the tolerances that would be allowed
- the lead time of the
- vendor Product price

[Type text]

- inspection at the end of the production process
- an increase in numerical quotas to boost productivity
- looking for the cheapest supplier
- training and knowledge

24. A fishbone diagram is also known as a . _____

2
points

Mark only one oval.

- cause-and-effect
- diagram poka-yoke
- diagram Kaizen
- diagram
- Taguchi diagram

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

2
points

Mark only one oval.

- Quality Definition
- Quality enhancement
- Quality improvement
- quality maintenance

26. What is the primary objective of Quality Circle?

2
points

Mark only one oval.

[Type text]

[Type text]

- Keep employees occupied
- Higher profit
- Self and mutual development of
- employees To solve the problem

[Type text]

27. Quality Circle concept was started in India in the year:

2
points

Mark only one oval.

1970

2000

1960

1981

28. Last step of Juran's Project in Milestone Chart / Activity Chart

2
points

Mark only one oval.

Planning

Follow up/review

Change supplier

Increase advertising

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

2
points

Mark only one oval.

Taguchi Loss Function

Pareto Chart

ISO 9000 Quality Cost

Calculator Process Chart

[Type text]

30. 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 _____ 2 points

Mark only one oval.

- 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

31. Kaizen is a Japanese term meaning _____ 2 points

Mark only one oval.

- J**ust-in-time (**JIT**)
- a fishbone diagram
- continuous
- improvement setting standards

32. DMAIC is _____ 2 points

Mark only one oval.

- develop, multiply, analyze, improve,
- check define, multiply, analyze, improve,
- control define, measure, analyze,
- improve, control define, manufacture, analyze, improve, control

[Type text]

[Type text]

33. If variability of a product decreases, its quality _____

2
points

Mark only one oval.

- remains
 unchanged
 decreases
 increases
 may increase or decrease

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

2
points

Mark only one oval.

- Pareto
 Ishikaw
 a
 Taguch
 hi
 Scatter

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[Type text]

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[Type text]

5. Deming's 4 step cycle for improvement is_____

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6. _____ are used in six sigma

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- belt
- green belt
- both black belt and green
- belt white belt

7. production issues should be addressed early

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8. Kaizen is a_____process, the purpose of which goes beyond simple productivity improvement.

Mark only one oval.

[Type text]

[Type text]

weekly

daily

monthly

annual

[Type text]

[Type text]

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

Mark only one oval.

- inspection at the end of the production process
- an increase in numerical quotas to boost productivity
- looking for the cheapest supplier
- training and knowledge

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- Quality Definition
- Quality enhancement
- Quality
- improvement quality
- maintenance

12. Last step of Juran's Project in Milestone Chart / Activity Chart

Mark only one oval.

- Planning

[Type text]

[Type text]

- Follow up/review
- Change supplier
- Increase advertising

[Type text]

[Type text]

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[Type text]

[Type text]

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 Ishikaw
 a
 Taguch
 hi
 Scatter

18. Raw materials and specialized services procured are converted into useful service offerings and finally distributed to customers in following Industry

Mark only one oval.

- Hotel
 Cemen
 t Sugar
 Refiner
 y

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

[Type text]

[Type text]

Mark only one oval.

JU

T

HE

T

JA

T

JI

T

20. "Poka-yoke" is the Japanese term for _____

Mark only one oval.

Card

Fool proof

Continuous

improvement

Fishbone diagram

Google

[Type text]