1-P-D-C-A stands for
a. Plan-Do-check-Act
b. Plan-Do-correct-Act
c. Proceed-Do-check-Act
d. Proceed-Do-correct-Act

2-What is ISO?
a. Indian organization for standard
b. Internal organization for standard
c. International organization for standard
d. None of the above

3-EMS stands for
a. Environmental management system
b. Employees management system
c. Engineering management system
d. Equipment management system

4-For Cpk (Process capability index) value of 1.33, the PPM is
a. 1
b. 63
c. 2700
d. 45500

5-Match the following

<table>
<thead>
<tr>
<th>A. Dr. Deming believes</th>
<th>1. Common causes</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Ishikawa development</td>
<td>2. To prevent defect</td>
</tr>
<tr>
<td>C. Type of variation is due to</td>
<td>3. Cause &amp; effect diagram</td>
</tr>
<tr>
<td>D. Crosby’s objective of quality</td>
<td>4. Histogram</td>
</tr>
</tbody>
</table>

The correct order is
a. A-3, B-2, C-1, D-4
b. A-2, B-3, C-4, D-1
c. A-2, B-3, C-1, D-4
d. A-4, B-3, C-1, D-2
6-Rectangle represents ________ While plotting flow chart.
   a. Step in activity
   b. Decision making
   c. Direction of flow
   d. None of the above

7- Tally chart is
   a. Process monitoring tool
   b. Data collection tool
   c. Process planning tool
   d. None of the above

8-Diamond represents ________ while plotting flow chart.
   a. Step in activity
   b. Decision making
   c. Direction of flow
   d. None of the above

9-ISO emphasis on
   a. Prevention
   b. Inspection
   c. Rejection
   d. All of the above

10- ISO – 14001 gives stress on
    a. Plan – Do -check -Act
    b. Environmental protection
    c. Prevention rather than detection
    d. All of the above

11- Service Assurance is
    a. Confidence with customer
    b. Customer has trust
    c. Employee has knowledge
    d. All of the above

12- Following is (are) the phase(s) of intervention
    a. Formulation stage
    b. Maintenance stage
    c. Implementation stage
    d. All of the above

13- Malcolm Baldrige national quality award is for (MBNQA)
    a. Total Quality Management
    b. International Standard Organization
    c. Total Productive Maintenance
    d. Total Quality Control
14-The process mapping is a ______ diagram.
   a. Data flow  
   b. Work flow   
   c. Circular   
   d. Audit

15-Control chart is a
   a. Process monitoring tool   
   b. Process control tool       
   c. Both (a) and (b)           
   d. None of the above          

16-The objective of ISO-9000 family of Quality management is
   a. Customer satisfaction  
   b. Employee satisfaction 
   c. Skill enhancement 
   d. Environmental issues 

17-Which of the following is responsible for quality objective?
   a. Top level management  
   b. Middle level management   
   c. Frontline management  
   d. All of the above  

18-The following is (are) the machine down time.
   a. Waste  
   b. No material  
   c. Breakdown  
   d. All of the above  

19-TQM & ISO both focuses on
   a. Customer
   b. Employee  
   c. Supplier  
   d. All of the above 

20-According to Deming, Quality problems are
   a. Due to management  
   b. Due to method   
   c. Due to machine  
   d. Due to material
21- Match The Following

<table>
<thead>
<tr>
<th>A. TQM promotes</th>
<th>1. Small change</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Kaizen is</td>
<td>2. Continuous improvement</td>
</tr>
<tr>
<td>C. Quality circle can solve problem related to</td>
<td>3. Employee participation</td>
</tr>
<tr>
<td>D. Quality circle benefit to</td>
<td>4. Employee</td>
</tr>
</tbody>
</table>

The correct order is
a. A-3, B-1, C-2, D-4
b. A-1, B-3, C-2, D-4
c. A-3, B-1, C-4, D-2
d. A-3, B-2, C-1, D-4

22- _______ helps organization reduce employee turnover and absenteeism.

a. Job design
b. Training & development
c. Wage revision
d. All of the above

23- CMM stands for

a. Capability maturity model
b. Capability monitoring model
c. Capability measuring model
d. Capability matching model

24- While setting Quality objective, _______ to be considered.

a. Customer need
b. Organizational need
c. Supplier need
d. Worker need

25- Match the following

<table>
<thead>
<tr>
<th>A. Dr. Deming believes</th>
<th>1. Histogram</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Ishikawa development</td>
<td>2. Common causes</td>
</tr>
<tr>
<td>C. Type of variation is due to</td>
<td>3. Cause &amp; effect diagram</td>
</tr>
<tr>
<td>D. Crosby’s objective of quality</td>
<td>4. To prevent defect</td>
</tr>
</tbody>
</table>

The correct order is
a. A-4, B-3, C-1, D-2
b. A-3, B-4, C-2, D-1
c. A-4, B-3, C-2, D-1
d. A-4, B-2, C-3, D-1

26- Match the following

<table>
<thead>
<tr>
<th>A. Dimension</th>
<th>1. To assess customer satisfaction level</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Service characteristic</td>
<td>2. Vary from time to time</td>
</tr>
<tr>
<td>C. Customer satisfaction survey</td>
<td>3. Physical facility</td>
</tr>
<tr>
<td>D. Poor service is due to</td>
<td>4. Inadequate resource</td>
</tr>
</tbody>
</table>

The correct order is
a. A-2, B-3, C-1, D-4
b. A-3, B-2, C-1, D-4
c. A-3, B-2, C-4, D-1
d. A-3, B-1, C-2, D-4
27-Match the following

<table>
<thead>
<tr>
<th>A. ISO emphasis on</th>
<th>1. ISO – 9000 -2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. ISO</td>
<td>2. Qualified personnel</td>
</tr>
<tr>
<td>C. Lead assessor</td>
<td>3. International organization for standard</td>
</tr>
<tr>
<td>D. ISO currently in use</td>
<td>4. Prevention</td>
</tr>
</tbody>
</table>

The correct order is
a. A-4, B-2, C-3, D-1
b. A-4, B-3, C-1, D-2
c. A-4, B-3, C-2, D-1
d. A-3, B-4, C-2, D-1

28-Match the following

<table>
<thead>
<tr>
<th>A. Quality approach</th>
<th>1. Productivity quality – cost -Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Pillar of TQM</td>
<td>2. Continual improvement management</td>
</tr>
<tr>
<td>C. Need for TQM is due</td>
<td>3. Employee</td>
</tr>
<tr>
<td>D. TQM focuses on</td>
<td>4. Cut throat competition</td>
</tr>
</tbody>
</table>

The correct order is
a. A-2, B-1, C-4, D-3
b. A-1, B-2, C-4, D-3
c. A-2, B-1, C-3, D-4
d. A-2, B-4, C-1, D-3

29-Match the following

<table>
<thead>
<tr>
<th>A. MBQA is eligible for</th>
<th>1. Quality &amp; productivity</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Malcolm balding award seeks improvement in</td>
<td>2. Manufacturing organization</td>
</tr>
<tr>
<td>C. European quality award is for</td>
<td>3. Senior management was activity involved</td>
</tr>
<tr>
<td>D. Common elements of winners are</td>
<td>4. Improving efficiency</td>
</tr>
</tbody>
</table>

The correct order is
a. A-2, B-1, C-4, D-3
b. A-1, B-2, C-4, D-3
c. A-2, B-1, C-3, D-4
d. A-2, B-4, C-1, D-3
30-Match the following

<table>
<thead>
<tr>
<th>A. Circle symbol</th>
<th>1. Data analysis told</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Pareto analysis is</td>
<td>2. Average of reading</td>
</tr>
<tr>
<td>C. X bar means</td>
<td>3. Binging or end of operation</td>
</tr>
<tr>
<td>D. LCT means</td>
<td>4. Lower control limit</td>
</tr>
</tbody>
</table>

The correct order is
a. A-3, B-2, C-1, D-4
b. A-3, B-1, C-2, D-4
c. A-1, B-3, C-2, D-4
d. A-3, B-1, C-4, D-2

31-Match the following

<table>
<thead>
<tr>
<th>A. Dimension</th>
<th>1. To assess customer satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Service characteristic</td>
<td>2. Inadequate resource</td>
</tr>
<tr>
<td>C. Customer satisfaction survey</td>
<td>3. Vary from time to time</td>
</tr>
<tr>
<td>D. Poor service is due to</td>
<td>4. Physical facility</td>
</tr>
</tbody>
</table>

The correct order is
a. A-4, B-1, C-3, D-2
b. A-4, B-3, C-2, D-1
c. A-4, B-3, C-1, D-2
d. A-3, B-4, C-1, D-2

32-Match the following

<table>
<thead>
<tr>
<th>A. Forecasts</th>
<th>1. Systematic analysis of work</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Estimate made by management</td>
<td>2. Simplest method of assessment</td>
</tr>
<tr>
<td>C. Statistical method</td>
<td>3. Based on measures of productivity</td>
</tr>
<tr>
<td>D. Work study method</td>
<td>4. Vary in their degree of sophistication</td>
</tr>
</tbody>
</table>

The correct order is
a. A-3, B-2, C-4, D-1
b. A-3, B-2, C-1, D-4
c. A-2, B-3, C-4, D-1
d. A-3, B-4, C-2, D-1

33-Match the following

| A. Simulated decision games | 1. Unstructured group interaction |
| B. Coaching                  | 2. Acting out managerial problems |
| C. Committee assignment      | 3. Guidance through advice / suggestions |
| D. Sensitivity training      | 4. Study of specific organizational problem |

The correct order is
a. A-2, B-4, C-3, D-1
b. A-2, B-3, C-1, D-4
c. A-2, B-3, C-4, D-1
d. A-3, B-2, C-4, D-1
34-Match the following

| A. The quality manual have  | 1. Employee |
| B. Kaizen is               | 2. Small change |
| C. Quality circle can solve problem related to | 3. Level 3 |
| D. Quality circle benefit to | 4. Continuous improvement |

The correct order is
da. A-2, B-3, C-4, D-1  
b. A-3, B-2, C-1, D-4  
c. A-3, B-4, C-2, D-1  
d. A-3, B-2, C-4, D-1

35- Control chart is
   I. Process monitoring tool
   II. Process control tool
   III. Process planning tool
The Correct Answer is
   a. i only  
b. i& ii  
c. i, ii & iii  
d. None of the above

36-The main business process objective(s) are
   I. Customer service
   II. Profit & loss
   III. Employee satisfaction
The Correct Answer is
   a. i only  
b. i& ii  
c. i, ii & iii  
d. None of the above

37-TQM focuses on
   I. Supplier
   II. Employee
   III. Customer
The Correct Answer is
   a. i only  
b. ii & iii  
c. i, ii & iii  
d. None of the above

38-The customer requirement to be reviewed
   I. Before supply of product
   II. After supply of product
   III. Before commitment of supply of product
The Correct Answer is
   a. i& ii  
b. i& iii  
c. ii & iii  
d. None of the above
39-Current quality concept is
   I. Increase in production
   II. Continual improvement
   III. Prevention of defect
   The Correct Answer is
   a. i & ii
   b. i & iii
   c. ii & iii
   d. None of the above

40-Continual improvement is in
   I. Environmental objective
   II. Audit Result
   III. Corrective action
   The Correct Answer is
   a. i & ii
   b. i & iii
   c. i, ii & iii
   d. None of the above

41-Employee should be involved in
   I. Decision making
   II. Participation
   III. Union
   The Correct Answer is
   a. i & ii
   b. i & iii
   c. i, ii & iii
   d. None of the above

42-In ISO the focus is on
   I. Enhancing customer satisfaction
   II. Satisfying customer
   III. Delighting customer
   The Correct Answer is
   a. i & ii
   b. i & iii
   c. i, ii & iii
   d. None of the above

43-While recruiting person he should
   I. Competent to perform job
   II. Trained to perform specified job
   III. Able to perform the activity
   The Correct Answer is
   a. i only
   b. i & ii
   c. i, ii & iii
   d. None of the above
44-Process evaluation is to identify
I. Validation of product
II. Potential failure prevention
III. Correctness of product
The Correct Answer is
a. i only
b. i & ii
c. ii & iii
d. None of the above

45-Type of waste are
I. Waiting time
II. Transport
III. Processing waste
The correct answer is
a. i only
b. i & ii
c. ii & iii
d. i, ii & iii

46-Does TQM approach have relevance to Indian industry in context to
I. Customer satisfaction
II. People involvement
III. Policy management
The correct answer is
a. i only
b. i & ii
c. ii & iii
d. i, ii & iii

47-By applying basic principle the process improvement will be in organization’s
I. Focus on work process
II. Maintain self esteem of other
III. Tone initiative
The correct answer is
a. i only
b. i & ii
c. ii & iii
d. i, ii & iii

48-Reliability of product means
I. Consistency of performance
II. Performance over period
III. Free of technical errors
The correct answer is
a. i & iii
b. i & ii
c. ii & iii
d. i, ii & iii
49- While setting Goal, following things to be consider.
   I. Customer need
   II. Marketability of product
   III. Organization need
The correct answer is
   a. i only
   b. i & ii
   c. ii & iii
   d. i, ii & iii

50- PP & PPK is calculated for
   I. Initial production run
   II. Future production
   III. Initial process setting
   The correct answer is
   a. i & ii
   b. ii & iii
   c. i & iii
   d. i, ii & iii

************