



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
PGDMM– Two Years Course

COMPUTER MARKED ASSIGNMENT (CMA) For Jan-June 2020 semester.

Semester 3
PAPER – 18
TOTAL QUALITY MANAGEMENT

Instructions:

1. Answer all 50 questions (compulsory). Each question carries 2 marks **Total : 100 Marks**
 2. Read instructions given on the OMR answer sheet and answer the questions.
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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

A. Dr. Deming believes	1. Common causes
B. Ishikawa development	2. To prevent defect
C. Type of variation is due to	3. Cause & effect diagram
D. Crosby's objective of quality	4. Histogram

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

A. TQM promotes	1. Small change
B. Kaizen is	2. Continuous improvement
C. Quality circle can solve problem related to	3. Employee participation
D. Quality circle benefit to	4. Employee

The correct order is

- A-3, B-1, C-2, D-4
- A-1, B-3, C-2, D-4
- A-3, B-1, C-4, D-2
- A-3, B-2, C-1, D-4

22-_____ helps organization reduce employee turnover and absenteeism.

- Job design
- Training & development
- Wage revision
- All of the above

23-CMM stands for

- Capability maturity model
- Capability monitoring model
- Capability measuring model
- Capability matching model

24.While setting Quality objective, _____ to be considered.

- Customer need
- Organizational need
- Supplier need
- Worker need

25 -Match the following

A. Dr. Deming believes	1. Histogram
B. Ishikawa development	2. Common causes
C. Type of variation is due to	3. Cause & effect diagram
D. Crosby's objective of quality	4. To prevent defect

The correct order is

- A-4, B-3, C-1, D-2
- A-3, B-4, C-2, D-1
- A-4, B-3, C-2, D-1
- A-4, B-2, C-3, D-1

26-Match the following

A. Dimension	1. To assess customer satisfaction level
B. Service characteristic	2. Vary from time to time
C. Customer satisfaction survey	3. Physical facility
D. Poor service is due to	4. Inadequate resource

The correct order is

- A-2, B-3, C-1, D-4
- A-3, B-2, C-1, D-4
- A-3, B-2, C-4, D-1
- A-3, B-1, C-2, D-4

27-Match the following

A. ISO emphasis on	1. ISO – 9000 -2000
B. ISO	2. Qualified personnel
C. Lead assessor	3. International organization for standard
D. ISO currently in use	4. Prevention

- The correct order is
- A-4, B-2, C-3, D-1
 - A-4, B-3, C-1, D-2
 - A-4, B-3, C-2, D-1
 - A-3, B-4, C-2, D-1

28-Match the following

A. Quality approach	1. Productivity quality – cost -Delivery
B. Pillar of TQM	2. Continual improvement management
C. Need for TQM is due	3. Employee
D. TQM focuses on	4. Cut throat competition

- The correct order is
- A-2, B-1, C-4, D-3
 - A-1, B-2, C-4, D-3
 - A-2, B-1, C-3, D-4
 - A-2, B-4, C-1, D-3

29-Match the following

A. MBQA is eligible for	1. Quality & productivity
B. Malcolm balding award seeks improvement in	2. Manufacturing organization
C. European quality award is for	3. Senior management was activity involved
D. Common elements of winners are	4. Improving efficiency

- The correct order is
- A-2, B-1, C-4, D-3
 - A-1, B-2, C-4, D-3
 - A-2, B-1, C-3, D-4
 - A-2, B-4, C-1, D-3

30-Match the following

A. Circle symbol	1. Data analysis tool
B. Pareto analysis is	2. Average of reading
C. X bar means	3. Beginning or end of operation
D. LCT means	4. Lower control limit

- The correct order is
- A-3, B-2, C-1, D-4
 - A-3, B-1, C-2, D-4
 - A-1, B-3, C-2, D-4
 - A-3, B-1, C-4, D-2

31-Match the following

A. Dimension	1. To assess customer satisfaction
B. Service characteristic	2. Inadequate resource
C. Customer satisfaction survey	3. Vary from time to time
D. Poor service is due to	4. Physical facility

- The correct order is
- A-4, B-1, C-3, D-2
 - A-4, B-3, C-2, D-1
 - A-4, B-3, C-1, D-2
 - A-3, B-4, C-1, D-2

32-Match the following

A. Forecasts	1. Systematic analysis of work
B. Estimate made by management	2. Simplest method of assessment
C. Statistical method	3. Based on measures of productivity
D. Work study method	4. Vary in their degree of sophistication

- The correct order is
- A-3, B-2, C-4, D-1
 - A-3, B-2, C-1, D-4
 - A-2, B-3, C-4, D-1
 - 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-2, B-4, C-3, D-1
 - A-2, B-3, C-1, D-4
 - A-2, B-3, C-4, D-1
 - 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

- a. 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
