



Final Test Paper 18.E

INDIAN INSTITUTE OF MATERIALS

Questions Responses

Total points: 100

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INDIAN INSTITUTE OF MATERIALS

MANAGEMENT TOTAL QUALITY

MANAGEMENT

GDMM/PGDMM 3 YEARS

Instructions:

1. Answer all 50 questions. Each question carries 2 marks Total : 100 Marks
2. Duration 1 Hour.

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Short-answer text

Roll Number *

Short-answer text

1. TQM is

- Statistical approach to quality
- Methods of capturing customer requirements
- Integrated approach to customer satisfaction



2. Most of the approaches to Total Quality agree on all of the following EXCEPT

- Customer focus
- Tight inspection
- Continuous improvement
- People empowerment

3. Identify the one that is NOT a dimension of product quality

- Conformance
- Performance
- Reliability
- Traceability

4. A clerk in a bank hands over a draft to customer with a smile. This can be identified under which dimension of service quality

- Courtesy
- Aesthetics
- Completeness
- Timeliness

5. Non value adding means that which

- Has incurred least cost to execute
- Customer is unwilling to pay
- Non-essential to organization
- Takes less time to execute

6. Internal customer means

- Next operator
- Customer within the country
- Service provider
- Marketing department

7. Which of the following is NOT included in the classes of customer needs?

- Dissatisfiers
- Exciters
- Reducers
- Satisfiers

8. The measure of vertical teamwork is evidenced by

- People involvement
- Suggestion schemes
- Group dynamics
- People empowerment

9. Wake hour dream of an organization is its

- Vision
- Mission
- Values
- Goals

10. Developing effective supplier partnership is an example of

- Intra organizational team
- Vertical team
- Horizontal team
- Interorganizational team

11. Role of employees in a Total Quality organization is

- Employees are empowered
- Employees are passive and follow orders
- Reactive/self-control within system
- Active/Self control

12. In Deming's view, _____ is the chief culprit of quality

- Top management
- Worker
- Suppliers
- Variability

13. All of them are part of the system of profound knowledge EXCEPT

- Appreciation for a system
- Theory of knowledge
- Psychology
- Theory of constraints

14. Which factor will have least effect on employee performance?

- Training received
- Information & resources provided
- Role of HRD in the organization
- Management policies and practices

15. Which of the following is NOT a part of quality trilogy?

- Quality planning
- Quality improvement
- Quality control
- Quality inspection

16. A contribution NOT attributed to Crosby?

- Quality is free
- Absolutes of quality management
- Zero defects
- Quality through projects

17. All of the following describes Malcom Baldrige quality award EXCEPT

- Stimulate American companies to improve quality
- Establish guidelines and criteria to improve
- Recognize the achievements of those American companies that improve the quality of their goo...
- Recognizes product excellence

18. Deming prize was constituted by

- Deming Institute

- American society for Quality Control
- Union of Japanese Scientists and Engineers
- American Production and Inventory Control Society

19. Which of the following is NOT a leadership evaluating criteria under Baldrige award?

- How senior leaders set, communicate, deploy organizational values and performance expectati..
- How senior leaders establish and reinforce an environment for empowerment and innovation
- How the employee performance system including feedback to employees supports high perform..
- How the organization ensures ethical business practices in all stakeholder transactions and int...

20. Which of the following is NOT a quality planning and management tool?

- Quality Function Deployment
- Concurrent Engineering
- Robust design technique
- Benchmarking

21. All of the following terms are associated with quality function deployment EXCEPT

- House of quality
- Voice of customer
- Design of experiments
- Planning matrix

22. A step NOT identified in QFD

- Collecting customer requirements
- Prioritizing customer requirements

- Benchmarking the requirements
- Eliminating the requirements that are not feasible

23. The planning tool used to map the paths and tasks that need to be accomplished to reach a specific goal is

- Matrix diagram
- Tree diagram
- Affinity diagram
- Scatter diagram

24. The tool used to graphically represent variation in a group of data is

- Scatter diagram
- Histogram
- Pareto diagram
- Fishbone diagram

25. The auto spelling check in Microsoft word is an example of

- Kaizen
- Poka yoke
- Jidoka
- Andon

26. The search for best practices that will lead to superior performance is known as

- BPR
- Six Sigma

Benchmarking

TQMEX model

27. Circumstances that do NOT foster creativity

Enhance self-esteem and build confidence

Improved communication and creating learning organization

Highly specialized jobs to creative people

Non tolerance of failures

28. Quality system auditing comes under

Prevention cost

Internal failure cost

External failure cost

Appraisal cost

29. Cost incurred on product recall is

Prevention cost

Appraisal cost

External failure cost

Internal failure cost

30. A leader must NOT get involved in

Establish a vision

Routine problem solving

Live the values

Involve in continuous improvement

31. The term used to denote the repeatability of a product performance is

Performance

Reliability

Tolerance

Durability

32. The purpose of existence of an organization is called its

Vision

Mission

Strategies

Values

33. JIT is best characterized by

Waste elimination philosophy

The goal is to reduce inventory

The aim is to reduce the number of suppliers

Reducing set up time

34. ISO 9000:2000 is based on 8 quality management principles. Which of the following is not one among them?

Customer focus

Continual improvement

Result oriented

System approach

35. Internal audit

- First party audit
- Buyer's audit on Supplier's system
- Surveillance audit
- First audit by certifying body

36. Activities that must be carried out by someone who has no direct responsibility for the work being carried out is

- Review
- Inspection
- Audit
- Verification

37. Information, which can be proved true, based on facts obtained through observation, measurement or test is called

- Objective evidence
- Deficiency
- Non conformity report
- Audit reports

38. All of the following are process capability measure EXCEPT

- Cp index
- Cpk index
- Taguchi loss function

Capability ratio

39. A term NOT associated with a sampling plan

- Producer's risk
- Acceptable quality level
- Lot tolerance percent defective
- Process variability

40. A single sampling plan is defined by

- Lot size and acceptance number
- Sample size and acceptance number
- Sample size and producer's risk
- Lot size and sample size

41. In a single sampling plan where the Lot size remains constant an operating characteristic curve moves close to ideal curve can be expected when

- Sample size remains constant while acceptance number increases
- Sample size decreases while acceptance number increases
- Sample size decreases while acceptance number increases
- Sample size increases while acceptance number decreases

42. Average outgoing quality Limit is

- Peak value of the AOQ curve
- Peak value of the OC curve
- Minimum value of AOQ curve

Minimum value of OC curve

43. Identify the parameters that doesn't describe a double sampling plan

- Size of the first and second samples
- Acceptance numbers of first and second samples
- Rejection numbers of first and second samples
- Lot sizes of first and second samples

44. A company that produces cloth is inspecting 2 square meters of cloth for defects every 4 hours to draw a control chart to see whether the process is under control or not. Which chart would you suggest?

- Range chart
- p chart
- np chart
- c chart

45. A feature NOT associated with Quality circles

- Training opportunities
- Management rewards
- Self-initiated change
- People close to problems

46. The action that leads to elimination of potential errors from processes is called

- Preventive action
- Correction
- Corrective action

Trouble shooting

47. How do you know if a process is operating normally (i.e. in statistical control)

- Customers are satisfied
- Performance measures display variation consistent with a Normal curve
- Performance exceeds standards
- Performance measures are within 3 sigma limits

48. Statistical Process control is

- a technique for finding the best settings on machines
- a method of ensuring consistent levels of product quality by monitoring the production process
- a way to identify and eliminate potential failure modes in an operation
- a means of ensuring that the voice of customer is considered at every step of design and produ...

49. The application of statistical techniques to determine whether a quantity of material should be accepted or rejected based on the inspection or test of a sample is known as

- Specification review
- Acceptance sampling
- Statistical process control
- Benchmarking

50. The upper and lower control limits on a control chart are:

- Expected variations among individual products
- Calculated from actual measurement data
- Determined during product design



The same as specification limits