

Final Test Semester 3 Paper 18 INDIAN INSTITUTE OF MATERIALS MANAGEMENT TOTAL QUALITY MANAGEMENT [PGDMM , PGDSCM & L (2 years)]

Instructions:

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

***Required**

1. Email *

2. Name *

3. Roll Number *

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

Mark only one oval.

Conformance

Performance

Reliability

Perishability

5. 2. Under TQM regime improvements may be achieved through several ways EXCEPT

Mark only one oval.

- Improved products and services to customers
- Reducing defects and wastes
- Improving productivity
- Increasing supervision and inspection

6. 3. All of the following are indicators of improved performance measure EXCEPT

Mark only one oval.

- Supplier performance
- Competitive benchmarking
- Increase in warranty claims
- Employee performance

7. 4. Quality as understood in TQM context means

Mark only one oval.

- Fitness for use
- Adherence to specification
- Zero defect manufacturing
- Meeting or exceeding customer needs and expectations

8. 5. Non value adding means that which

Mark only one oval.

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

9. 6. TQM is

Mark only one oval.

- A statistical approach to quality
- Methods of capturing customer requirements
- Integrated approach to customer satisfaction
- An approach to reducing variation

10. 7. Eight dimensions of quality is proposed by

Mark only one oval.

- David Garvin
- Edward Deming
- Joseph M Juran
- Philips Crosby

11. 8. Which of the following is NOT a philosophy of TQM?

Mark only one oval.

- Customer focus
- Universal responsibility
- Inspection for compliance
- Continuous improvement

12. 9. Quality circle is an example of

Mark only one oval.

- Vertical team
- Horizontal team
- Interorganizational team
- Departmental team

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

Mark only one oval.

- Deming's view, _____ is the chief culprit of quality
- Top management
- Worker
- Suppliers
- Variability

14. 11. All are contributions of Crosby EXCEPT

Mark only one oval.

- Quality is free
- 14 steps to quality management
- Zero defects
- Quality through projects

15. 12. Cost incurred on product recall is

Mark only one oval.

- Prevention cost
- Appraisal cost
- External failure cost
- Internal failure cost

16. 13. Quality system auditing comes under

Mark only one oval.

- Prevention cost
- Internal failure cost
- External failure cost
- Appraisal cost

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

Mark only one oval.

- Scatter diagram
- Histogram
- Pareto diagram
- Fishbone diagram

18. 15. To facilitate identification, exploration and graphical display of possible causes of an effect we use

Mark only one oval.

- Fishbone diagram
- Pareto chart
- Flow chart
- Check sheet

19. 16. The tool used to identify the most relevant problem area is

Mark only one oval.

- Ishikawa diagram
- Pareto chart
- Histogram
- Run chart

20. 17. A company that produces cloth is inspecting 2 square meters of cloth for defects every 4 hours in a day. The control chart that can be drawn to see whether the process is under control is

Mark only one oval.

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

21. 18. All of the following describes Malcom Baldrige quality award EXCEPT

Mark only one oval.

- 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 goods and services
- Recognize product excellence

22. 19. Rajiv Gandhi National Quality Award (RGNQA) was constituted by

Mark only one oval.

- Bureau of Indian Standards
- Confederation of India Industry
- Associated Chamber of Commerce
- Institution of Directors

23. 20. Deming prize was constituted by

Mark only one oval.

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

24. 21. The maximum weightage criteria under Baldrige award is for

Mark only one oval.

- Strategic quality planning
- Customer focus and satisfaction
- Managing process quality
- Business results

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

Mark only one oval.

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

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

Mark only one oval.

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

27. 24. QFD was first originated in

Mark only one oval.

- Mitsubishi
- Toyota
- Ford
- Nissan

28. 25. Which of the following is not a step in QFD?

Mark only one oval.

- Collecting customer requirements
- Prioritizing customer requirements
- Benchmarking the requirements
- Eliminating the requirements that are not feasible

29. 26. PDCA is also known as

Mark only one oval.

- Deming cycle
- Quality loop
- Quality Helix
- Kaizen

30. 27. When typing a document in Microsoft word, any word misspelt is automatically corrected. This is an example of

Mark only one oval.

- Kaizen
- Poka yoke
- Jidoka
- Andon

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

Mark only one oval.

- Performance
- Reliability
- Tolerance
- Durability

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

Mark only one oval.

- Customer focus
- Continual improvement
- Result orientation
- System approach

33. 30. The option that closely characterizes First Party audit

Mark only one oval.

- Internal audit
- Buyer's audit on Supplier's system
- Surveillance audit
- Audit by certifying body

34. 31. A single sampling plan is defined by

Mark only one oval.

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

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

Mark only one oval.

- 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

36. 33. The type of inspection NOT associated with sampling plan is

Mark only one oval.

- Normal inspection
- Tightened inspection
- Source inspection
- Reduced inspection

37. 34. Quality circles have many advantages. Which of the following is NOT one among them?

Mark only one oval.

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

38. 35. A factor that need NOT lead to the failure of Quality circles is

Mark only one oval.

- Lack of focus
- Inadequate training
- Management appointed leader
- No technical experience

39. 36. Benefits of using flow charts include all EXCEPT

Mark only one oval.

- Promotes process understanding
- Recognizes who committed mistake
- Provide a training tool
- Identifies opportunities for improvement

40. 37. This activity must be carried out by someone who has no direct responsibility for the work being carried out

Mark only one oval.

- Contract review
- Inspection
- Audit
- Work improvement

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

Mark only one oval.

- Objective evidence
- Deficiency
- Non conformity
- Data

42. 39. A third-party audit is

Mark only one oval.

- An internal audit
- An audit by the customer
- An audit by an independent organization
- An audit by a statutory body

43. 40. All are TRUE about ISO 9001:2015 EXCEPT

Mark only one oval.

- Follows high-level structure
- Risk based approach
- Emphasizes documented information
- Requirement of MR is changed to quality coordinator

44. 41. QMS-Fundamentals and vocabulary is represented by

Mark only one oval.

- ISO 9000:2015
- ISO 9001:2015
- ISO 9004:2015
- ISO 19011:2018

45. 42. All are features of performance measurement EXCEPT

Mark only one oval.

- Quantifiable
- Activities
- Results
- Deliverables

46. 43. OEE stands for

Mark only one oval.

- Operational Equipment Efficiency
- Overall Equipment Effectiveness
- Original Equipment Efficiency
- Overall Equipment Evaluation

47. 44. All are type of planned maintenance EXCEPT

Mark only one oval.

- Periodic maintenance
- Predictive maintenance
- Preventive maintenance
- Breakdown maintenance

48. 45. A quality technique that is not used in IATF 16949 is

Mark only one oval.

- Failure Mode Effect Analysis
- Statistical Process Control
- Production Part Approval Process
- Sensitivity Analysis

49. 46 .If only ----- causes of variation are present, the output of a process forms a distribution that is stable over time and is predictable

Mark only one oval.

- Assignable
- Non-random
- Natural
- Cannot be said

50. 47. Plan-do-study-act cycle is a procedure to -----

Mark only one oval.

- Overall improvement
- Continuous improvement
- Permanent improvement
- immediate improvement

51. 48. If variability of a product decreases, its quality -----

Mark only one oval.

- Remains unchanged
- Decreases
- Increases
- May increase or decrease

52. 49 ----- diagram is used for identifying potential relationship between two variables

Mark only one oval.

- Pareto
- Ishikawa
- Histogram
- Scatter

53. 50. A popular roadmap of six sigma is:

Mark only one oval.

- Define-measure-analyze-improve-control
- Define-analyze-measure-improve-control
- Plan-control-improve
- Measure-analyze-improve-control

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