

**Exam Name** : PGDMM/PGDSCM-Total Quality Management

**Total Questions** : 50

**Q.1** 'Quality is Fitness for Use'; identify the quality guru who said this

**Marks:** 2

**Question ID:**  
6288637

No	Options Details	Select Option
1	Deming	
2	Crosby	
3	Juran	
4	Taguchi	

**Q.2** How can quality be quantified? (Q=quality, P=performance, E=expectations)

**Marks:** 2

**Question ID:**  
6288638

No	Options Details	Select Option
1	$Q = P/E$	
2	$Q = P + E$	
3	$Q = P - E$	
4	$Q = P * E$	

**Q.3** TQM is the management approach of an organization, centered on quality, based on the participation of all its members and aiming at long-term success through customer satisfaction, and benefits to all members of the organization and to society. Which organization had given this definition of TQM?

**Marks:** 2

**Question ID:**  
6288639

No	Options Details	Select Option
1	Total Quality Forum of USA	
2	Indian Statistical Institute	
3	ISO	
4	ASQ	

**Q.4** Which 'pillar of TQM' recognizes that product quality is a result of process quality?

**Marks:** 2

**Question ID:**  
6288640

No	Options Details	Select Option
1	Process Management	
2	Employee Empowerment	
3	Continuous Improvement	
4	Customer Focus	

**Q.5** Inspection of incoming/outgoing items is an example of -----

**Marks: 2**

**Question ID:**  
6288642

No	Options Details	Select Option
1	Prevention cost	
2	Appraisal cost	
3	Internal failure cost	
4	External failure cost	

**Q.6** Choose the INCORRECT statement related to quality improvement. It:

**Marks: 2**

**Question ID:**  
6288643

No	Options Details	Select Option
1	Reduces rework	
2	Leads to greater uniformity of product	
3	Increases output with lowered cost	
4	Increases machine time	

**Q.7**

In six sigma, a ----- is defined as any process output that does not meet customer specifications

**Marks: 2****Question ID:**  
6288644

No	Options Details	Select Option
1	Error	
2	Cost	
3	Quality	
4	Defect	

**Q.8**

The focal point of quality control should be -----

**Marks: 2****Question ID:**  
6288645

No	Options Details	Select Option
1	Price focus	
2	Cost focus	
3	Customer focus	
4	Manufacturing focus	

**Q.9** Statistical Quality Control was developed by:

**Marks: 2**

**Question ID:**

6288646

No	Options Details	Select Option
1	Frederick Tailor	
2	Walter Shewhart	
3	George Danzig	
4	W E Deming	

**Q.10** The systematic activities and planned activities which provide adequate confidence that the manufactured products are meeting the requirements is called \_\_\_\_\_

**Marks: 2**

**Question ID:**

6288647

No	Options Details	Select Option
1	Quality assurance	
2	Quality control	
3	Inspection	
4	Sampling	

**Q.11** Inspection is part of the -----

**Marks: 2**

**Question ID:**  
6288648

No	Options Details	Select Option
1	Quality control	
2	Quality planning	
3	Quality improvement	
4	Quality circle	

**Q.12** Fish-bone diagram is also known as -----

**Marks: 2**

**Question ID:**  
6288649

No	Options Details	Select Option
1	Check sheets	
2	Histograms	
3	Scatter diagrams	
4	Cause and effect diagrams	

**Q.13** A ----- chart can be used to identify the most frequently occurring defect

**Marks:** 2

**Question ID:**  
6288651

No	Options Details	Select Option
1	Pareto	
2	Ishikawa	
3	Histogram	
4	Scatter	

**Q.14** In a weaving operation, the parameter to be controlled is the number of defects per 10 square yards of material. Control chart appropriate for this task is -----

**Marks:** 2

**Question ID:**  
6288652

No	Options Details	Select Option
1	P-chart	
2	C-chart	
3	R-chart	
4	X-bar chart	

**Q.15** . ----- diagram is used for identifying potential relationship between two variables

**Marks:** 2

**Question ID:**  
6288653

No	Options Details	Select Option
1	Pareto	
2	Ishikawa	
3	Histogram	
4	Scatter	

**Q.16** Which of the following is a characteristic of Total quality Approach?

**Marks:** 2

**Question ID:**  
6288654

No	Options Details	Select Option
1	Customer focus	
2	Tight inspection	
3	Control chart	
4	Capital investment for improvement	



**Q.17** The main aim of Quality Function Deployment is to -----

**Marks: 2**

**Question ID:**

6288655

No	Options Details	Select Option
1	Listen to the voice of customer	
2	Lower cost	
3	Reduce errors	
4	Reduce supplier defect	

**Q.18** What does the abbreviation A.S.Q. stand for?

**Marks: 2**

**Question ID:**

6288656

No	Options Details	Select Option
1	American society for Quality	
2	American Standard of Quality	
3	Asian Society for Quality	
4	Asian Standard of quality	

**Q.19**

Quality is the minimum loss imparted by a product to society from the time product is shipped. Identify the quality guru who said this.

**Marks: 2****Question ID:**  
6288657

No	Options Details	Select Option
1	Shingo	
2	Taguchi	
3	Crosby	
4	Juran	

**Q.20**

Inspection, scrap and repair are examples of -----

**Marks: 2****Question ID:**  
6288658

No	Options Details	Select Option
1	Internal failure costs	
2	External failure costs	
3	Costs of dissatisfaction	
4	Societal costs	

**Q.21** All of the following costs are likely to reduce as a result of better quality EXCEPT -----  
-----

**Marks: 2**

**Question ID:**  
6288660

No	Options Details	Select Option
1	Customer dissatisfaction costs	
2	Inspection costs	
3	Maintenance costs	
4	Warranty and service costs	

**Q.22** Deming's four-step cycle for improvement is -----

**Marks: 2**

**Question ID:**  
6288661

No	Options Details	Select Option
1	Plan, do, check, act	
2	Schedule, do, check, act	
3	Do, act, check, monitor	
4	Plan, control, act, sustain	

**Q.23** "Poka Yoke" is the Japanese term for -----

**Marks:** 2

**Question ID:**  
6288662

No	Options Details	Select Option
1	Card	
2	Fool-proof	
3	Continuous improvement	
4	Fishbone diagram	

**Q.24** Fourteen points framework for quality and productivity improvement was suggested by -----

**Marks:** 2

**Question ID:**  
6288663

No	Options Details	Select Option
1	Crosby	
2	Ishikawa	
3	Deming	
4	Juran	

**Q.25** The X-bar chart monitors:

**Marks: 2**

**Question ID:**  
6288664

No	Options Details	Select Option
1	Between sample variability	
2	Within sample variability	
3	Instantaneous variability	
4	Natural variability	

**Q.26** “Zero defects in manufacturing” is:

**Marks: 2**

**Question ID:**  
6288665

No	Options Details	Select Option
1	A relevant goal only in electronic assembly	
2	Readily achievable in all areas	
3	The goal of TPM	
4	An unobtainable and misleading idea	

**Q.27** Which of the following is NOT a prevention cost?

**Marks:** 2

**Question ID:**  
6288666

No	Options Details	Select Option
1	Design review	
2	Final inspection	
3	Purchase order review	
4	Capability study	

**Q.28** Which approach is used to compare the operations of an organization with those of other companies?

**Marks:** 2

**Question ID:**  
6288668

No	Options Details	Select Option
1	SWOT Analysis	
2	Benchmarking	
3	PERT Analysis	
4	Competitor Performance Assessment	

**Q.29** In which of the four perspectives of a Balanced Scorecard, is the objective 'reduce staff turnover' most likely to be?

**Marks:** 2

**Question ID:**  
6288669

No	Options Details	Select Option
1	Financial	
2	Customer	
3	Internal Processes	
4	Learning and Growth	

**Q.30** Quality Circle is a group of -----

**Marks:** 2

**Question ID:**  
6288670

No	Options Details	Select Option
1	Operatives	
2	Supervisors	
3	Management Trainees	
4	Top Management	

**Q.31** In this sampling plan, the inspection results of two sample sizes are used to decide whether to accept or reject the complete lot

**Marks:** 2

**Question ID:**  
6288671

No	Options Details	Select Option
1	Single Sampling Plan	
2	Double Sampling Plan	
3	Questionnaire	
4	Census Investigation	

**Q.32** .----- are the charts that identify potential causes for particular quality problems

**Marks:** 2

**Question ID:**  
6288672

No	Options Details	Select Option
1	Control chart	
2	Flow chart	
3	Cause and Effect Diagram	
4	Pareto chart	



**Q.33** For a point in the control chart to be out of control it must lie -----

**Marks: 2**

**Question ID:**

6288673

No	Options Details	Select Option
1	Above UCL or Below LCL	
2	Between Central Line and LCL	
3	Between Central Line and UCL	
4	on the central line	

**Q.34** Design specifications are usually in the form of a \_\_\_\_\_ and tolerance

**Marks: 2**

**Question ID:**

6288674

No	Options Details	Select Option
1	Units	
2	Output	
3	Target	
4	Specification	

**Q.35** When the process variability exceeds the specifications and the process is functioning normally:

**Marks:** 2

**Question ID:**  
6288676

No	Options Details	Select Option
1	large % of products may not meet the specification	
2	large % of products may meet the specification	
3	All products will meet the specification	
4	None of the products will meet the specification	

**Q.36** QFD stands for -----

**Marks:** 2

**Question ID:**  
6288677

No	Options Details	Select Option
1	Quality for deployment	
2	Quantity for deployment	
3	Quality function deployment	
4	Quality for decision	

**Q.37** The concept of QFD was introduced by -----

**Marks: 2**

**Question ID:**  
6288678

No	Options Details	Select Option
1	Shingo	
2	Yogi Akao	
3	Ishikawa	
4	Taguchi	

**Q.38** In the ----- stage, the Key Performance Indicators (KPIs) are determined for the control and monitoring process

**Marks: 2**

**Question ID:**  
6288679

No	Options Details	Select Option
1	First	
2	Second	
3	Third	
4	Fourth	

**Q.39** Quality at Source is one of the ----- concepts

**Marks:** 2

**Question ID:**  
6288680

No	Options Details	Select Option
1	TQM	
2	TPM	
3	Lean manufacturing	
4	QFD	

**Q.40** The reasons for adopting quality management system include all of the following EXCEPT:

**Marks:** 2

**Question ID:**  
6288681

No	Options Details	Select Option
1	Improving processes	
2	Reducing wastage of resources	
3	Minimising costs	
4	Engaging staff in maintenance activities	

**Q.41** Identify the INCORRECT statement with respect to having QMS:

**Marks: 2**

**Question ID:**

6288682

No	Options Details	Select Option
1	It defines quality objectives and policies clearly	
2	It assures quality output	
3	It eliminates the need for conducting audits	
4	It ensures uniformity in practice	

**Q.42** ISO 9001 is specific to

**Marks: 2**

**Question ID:**

6288683

No	Options Details	Select Option
1	Manufacturing sector	
2	Service sector	
3	Export oriented units	
4	Applicable to both manufacturing and service sectors	

**Q.43** Quality Circles members are -----

**Marks: 2**

**Question ID:**  
6288684

No	Options Details	Select Option
1	Paid according to their contribution to quality	
2	External consultants to provide training in the use of quality tools	
3	Always machine operators	
4	Workers from the same work area	

**Q.44** The concept of Quality Circle originally began in -----

**Marks: 2**

**Question ID:**  
6288685

No	Options Details	Select Option
1	U.S.A.	
2	Japan	
3	Britain	
4	Germany	

**Q.45** Quality Circles can discuss on all of the following areas EXCEPT:

**Marks: 2**

**Question ID:**  
6288686

No	Options Details	Select Option
1	Quality improvement	
2	Safety	
3	Wage increase	
4	Cost reduction	

**Q.46** Quality Certification usually refers to the practice of certifying an organization's system of -----

**Marks: 2**

**Question ID:**  
6288688

No	Options Details	Select Option
1	Quality of its finished products	
2	Quality Management	
3	Quality of customer Service	
4	Quality of incoming materials	

**Q.47** ..... refers to the regular measurement of the results which generates reliable data for various programs:

**Marks:** 2

**Question ID:**  
6288689

No	Options Details	Select Option
1	Performance measurement	
2	Quality control	
3	Quality Assurance	
4	Inspection	

**Q.48** Which of the following is true for Total Productive Maintenance (TPM)?

**Marks:** 2

**Question ID:**  
6288690

No	Options Details	Select Option
1	It involves systemizing the management	
2	Basic objective is to provide quality output	
3	It covers quality assurance programs	
4	It improves efficiency of equipment	



**Q.49** Deming introduced 14 points for management in his book titled -----

**Marks: 2**

**Question ID:**  
6288691

No	Options Details	Select Option
1	The Goal	
2	Out of the Crisis	
3	Quest for Excellence	
4	Voice of Quality	

**Q.50** Malcolm Baldrige National Quality Award is awarded by the -----

**Marks: 2**

**Question ID:**  
6288692

No	Options Details	Select Option
1	Deming Prize Committee	
2	National Award Committee	
3	American President	
4	European Foundation for Quality Management	