

Exam Name : Total Quality Management

Total Questions : 50

Q.1 From the customers' point of view, quality is associated with _____, which implies how well a product serves its intended purpose.

Marks: 2

Question ID:
5217419

No	Options Details	Select Option
1	after sale service	
2	value	
3	price	
4	excellence	

Q.2 Absence of effective communication can become a _____ to TQM implementation.

Marks: 2

Question ID:
5217420

No	Options Details	Select Option
1	opportunity	
2	threat	
3	barrier	
4	passage	

Q.3 _____ developed the famous 'zero defects model'.

Marks: 2

Question ID:

5217421

No	Options Details	Select Option
1	Shigeo Shingo	
2	Philip B.	
3	Walter A.	
4	Kaoru Ishikawa	

Q.4 The more the companies indulge in _____ activities, the higher is the chance of catching the defects before the products are shipped.

Marks: 2

Question ID:

5217422

No	Options Details	Select Option
1	internal appraisal activities	
2	Appraisal costs:	
3	External failure costs:	
4	Activity-Based Costing (ABC)	

Q.5 In a _____ control chart, only a single characteristic of a variable is considered.

Marks: 2

Question ID:
5217423

No	Options Details	Select Option
1	multivariate control chart	
2	univariate control charts	
3	flow chart	
4	Control chart	

Q.6 _____ is calculated by summing up all the costs incurred in controlling and sustaining the quality.

Marks: 2

Question ID:
5217424

No	Options Details	Select Option
1	quality cost	
2	internal failure cost	
3	external failure cost	
4	appraisal cost	

Q.7 _____ refers to any activity or set of activities that ensure that a process performs as required and that there are no deviations.

Marks: 2

Question ID:
5217425

No	Options Details	Select Option
1	review	
2	process control	
3	policy	
4	evaluation	

Q.8 _____ is also known as the Lower Control Limit

Marks: 2

Question ID:
5217426

No	Options Details	Select Option
1	Average line	
2	Upper line	
3	Middle ine	
4	Lower line	

Q.9 _____ are used to measure the proportion of defective items in a sample.

Marks: 2

Question ID:
5217427

No	Options Details	Select Option
1	C-charts	
2	P-charts	
3	bar chart	
4	Line chart	

Q.10 _____ is defined as the relation between the specification range and the process width

Marks: 2

Question ID:
5217428

No	Options Details	Select Option
1	C p	
2	Cpu	
3	Cpl	
4	Cpk	

Q.11 Design specifications are usually in the form of a _____ and tolerance

Marks: 2

Question ID:
5217429

No	Options Details	Select Option
1	units	
2	output	
3	target	
4	specification	

Q.12 Between C_p and C_{pk} , _____ consider both the spread and the non-centering of the process

Marks: 2

Question ID:
5217430

No	Options Details	Select Option
1	C_p	
2	$C_{p,n}$	
3	$C_{p,l}$	
4	C_{pk}	

Q.13 _____ is a line function.

Marks: 2

Question ID:

5217431

No	Options Details	Select Option
1	quality control	
2	Quality Assurance	
3	Quality Improvement	
4	Quality Audit	

Q.14 Service organisations usually keep a record of the time spent on service and _____ in service operations.

Marks: 2

Question ID:

5217433

No	Options Details	Select Option
1	errors	
2	behaviour	
3	improvement	
4	expense	

Q.15 In _____ stage, the Key Performance Indicators (KPIs) are determined for the control and monitoring process

Marks: 2

Question ID:
5217434

No	Options Details	Select Option
1	Process planning	
2	Production process controlling	
3	Product planning	
4	Product designing, development and specification:	

Q.16 In Taguchi's loss function: $L(y) = k (y - T)^2$; $y =$ _____ and $T =$ target value.

Marks: 2

Question ID:
5217435

No	Options Details	Select Option
1	Functional tolerance	
2	Constant	
3	Quality characteristic	
4	Loss	

Q.17 Safety clip included in the design of treadmills is an example of _____

Marks: 2

Question ID:

5217436

No	Options Details	Select Option
1	Jidoka	
2	Quality at the Source	
3	Poka-Yoke	
4	safety feature	

Q.18 Helps an organisation to get acclimatised with the change in trends and customer
Notes preferences Having a QMS helps an organisation in getting acclimatised with the
change in trends and _____.

Marks: 2

Question ID:

5217437

No	Options Details	Select Option
1	customer preferences	
2	Employee preferences	
3	shareholders preferences	
4	management preference	

Q.19 The current (2015) version of ISO _____ focusses on the actual performance by combining the process approach with risk-based thinking.

Marks: 2

Question ID:
5217438

No	Options Details	Select Option
1	9004	
2	14001	
3	9001	
4	9000	

Q.20 An organisation can determine the criteria of quality by adopting _____ in its production.

Marks: 2

Question ID:
5217439

No	Options Details	Select Option
1	QMS	
2	designing	
3	quality control	
4	ISO standards	

Q.21 _____ refers to a mechanism which is formed by workers voluntarily to solve day-to-day issues and improvement of quality of work life.

Marks: 2

Question ID:
5217440

No	Options Details	Select Option
1	Process control	
2	quality circles	
3	Cost reduction	
4	Job improvement	

Q.22 _____ refers to the extent to which employees are satisfied with their employment position in the organisation

Marks: 2

Question ID:
5217441

No	Options Details	Select Option
1	Workplace stress	
2	working hours	
3	Job satisfaction	
4	workplace conditions	

Q.23 TQM is a _____ process because the customer expectations change frequently

Marks: 2

Question ID:

5217442

No	Options Details	Select Option
1	Well-defined roles	
2	Employee commitment	
3	Customer-oriented	
4	Continuous improvement	

Q.24 Quality certification usually refers to the practice of certifying an organisation's system of _____

Marks: 2

Question ID:

5217443

No	Options Details	Select Option
1	quality management.	
2	Quality Engineer	
3	Quality Inspector	
4	Quality Association	

Q.25 The results of audits can be used as an evidence for the need to reduce or remove the _____ in a system.

Marks: 2

Question ID:
5217444

No	Options Details	Select Option
1	errors	
2	non-conformities	
3	clerical mistakes	
4	deficiencies	

Q.26 Under the two-tier audit approach, two audits are conducted, namely internal audit and _____.

Marks: 2

Question ID:
5217445

No	Options Details	Select Option
1	external audit	
2	management audit	
3	independent audit	
4	operations audit	

Q.27 _____ involves a logical sequence of four repetitive steps with an objective of continuous improvement and learning.

Marks: 2

Question ID:
5217446

No	Options Details	Select Option
1	PDCA Cycle	
2	TQM	
3	quality control	
4	Strategic Performance Measurement	

Q.28 The _____ helps organisations map their projects according to different strategic objectives.

Marks: 2

Question ID:
5217447

No	Options Details	Select Option
1	Strategic Performance Measurement	
2	balanced scorecard	
3	Performance measurement	
4	independent audit	

Q.29 _____ refers to the regular measurement of the results which generates reliable data for various programs

Marks: 2

Question ID:
5217448

No	Options Details	Select Option
1	Strategic Performance Measurement	
2	balanced scorecard	
3	Performance measurement	
4	independent audit	

Q.30 _____ identifies all the possible losses that might occur, such as downtime losses, speed losses and defect losses

Marks: 2

Question ID:
5217449

No	Options Details	Select Option
1	PDCA cycle	
2	TQM	
3	OEE	
4	TPM	

Q.31 _____ involves regularly checking of major maintenance in a planned way

Marks: 2

Question ID:
5217450

No	Options Details	Select Option
1	Preventive maintenance	
2	Corrective maintenance	
3	Maintenance prevention	
4	Zero hours maintenance	

Q.32 _____ eliminates the set-up loss.

Marks: 2

Question ID:
5217451

No	Options Details	Select Option
1	Safety, Health and Environment	
2	Office TPM	
3	Training and Education	
4	Quality Maintenance	

Q.33 Malcolm Baldrige National Quality Award (MBNQA) is awarded by the American _____

Marks: 2

Question ID:
5217452

No	Options Details	Select Option
1	President	
2	Vice-President	
3	Chancellor	
4	Mayor	

Q.34 Charter Oak Award is given in _____ state.

Marks: 2

Question ID:
5217453

No	Options Details	Select Option
1	Hawaii	
2	Georgia	
3	Connecticut	
4	Colorado	

Q.35

The TEQA award is based on the following nine (9) key parameters: Customer satisfaction, _____, Processes, Leadership, People (employee) satisfaction, Resources, People management, Policy and strategy, and Impact on society

Marks: 2

Question ID: 5217454

No	Options Details	Select Option
1	Revenue	
2	Employee education	
3	Cleanliness	
4	Business Results	

Q.36

A customer prefers products with quality after-sales services which include customer support, repair and maintenance, and installation.

Marks: 2

Question ID: 5217455

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.37 Feigenbaum upheld that quality should be confined to the production process alone.

Marks: 2

Question ID:
5217456

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.38 Statistical Process Controls (SPCs) are used to check whether a process is in or out of quality range.

Marks: 2

Question ID:
5217457

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.39 Quality control focusses on monitoring and testing the raw materials.

Marks: 2

Question ID:
5217458

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.40 Which factor tells how well a product or service conforms to the specified standards.

Marks: 2

Question ID:
5217459

No	Options Details	Select Option
1	price	
2	quality	
3	availability	
4	value	

Q.41 Under the TQM, who that are directly involved in the production process are held accountable for the final product or service quality.

Marks: 2

Question ID:
5217460

No	Options Details	Select Option
1	Employees	
2	management	
3	Manufacturers	
4	stakeholders	

Q.42 which of the following is not the quality dimesion as stated by David Garvin

Marks: 2

Question ID:
5217461

No	Options Details	Select Option
1	Durability	
2	servicability	
3	Performance	
4	All of the above	

Q.43 Who is credited with being a catalyst of Japan's post-war economic progress.

Marks: 2

Question ID:
5217462

No	Options Details	Select Option
1	Dr Deming	
2	Philip B.	
3	Walter A.	
4	Kaoru Ishikawa	

Q.44 which of the following is not among the 6C's as proposed by R.K Gupta

Marks: 2

Question ID:
5217463

No	Options Details	Select Option
1	commitment	
2	culture	
3	customer	
4	cooperatation	

Q.45 Which state shows the maximum potential for ABC?

Marks: 2

Question ID:
5217464

No	Options Details	Select Option
1	Haryana	
2	Delhi	
3	Punjab	
4	Kerel	

Q.46 A chart, more than one characteristic of a variable is considered.

Marks: 2

Question ID:
5217465

No	Options Details	Select Option
1	multivariate control chart	
2	univariate control charts	
3	flow chart	
4	Control chart	

Q.47

A procedure and a part of quality assurance process used to ensure the quality of a product or a service

Marks: 2**Question ID:**

5217466

No	Options Details	Select Option
1	internal failure costs	
2	appraisal costs	
3	preventive costs	
4	Cost of Quality	

Q.48

Under what, the organisations do not exercise the same degree of control on all items of inventory.

Marks: 2**Question ID:**

5217467

No	Options Details	Select Option
1	appraisal costs	
2	preventive costs	
3	Activity-Based Costing (ABC)	
4	prevention cost	

Q.49 which among the following is not the quality cost

Marks: 2

Question ID:
5217468

No	Options Details	Select Option
1	direct cost	
2	internal failure cost	
3	external failure cost	
4	appraisal cost	

Q.50 Zero Hours Maintenance is related to decisions about buying the correct machinery for the job

Marks: 2

Question ID:
5237484

No	Options Details	Select Option
1	TRUE	
2	FALSE	