Final Test Paper 18.E

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

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

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
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
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
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
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
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
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
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