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

Mark only one oval.

- Conformance
- Performance
- Reliability
- Perishability
5. 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. 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. 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. 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. 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. Eight dimensions of quality is proposed by

Mark only one oval.

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

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

Mark only one oval.

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

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

*Mark only one oval.*

- [ ] Ishikawa diagram
- [ ] Pareto chart
- [ ] Histogram
- [ ] Run chart

20. 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. 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. 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. 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. 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. 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. 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. QFD was first originated in

*Mark only one oval.*

- Mitsubishi
- Toyota
- Ford
- Nissan

28. 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. PDCA is also known as

*Mark only one oval.*

- Deming cycle
- Quality loop
- Quality Helix
- Kaizen

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

*Mark only one oval.*

- Performance
- Reliability
- Tolerance
- Durability

32. 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
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

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

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

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

*Mark only one oval.*

- [ ] Normal inspection
- [ ] Tightened inspection
- [ ] Source inspection
- [ ] Reduced inspection
37. 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. 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. 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. 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. 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. 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. 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. QMS-Fundamentals and vocabulary is represented by

*Mark only one oval.*

- ISO 9000:2015
- ISO 9001:2015
- ISO 9004:2015
- ISO 19011:2018
45. All are features of performance measurement EXCEPT

*Mark only one oval.*

- Quantifiable
- Activities
- Results
- Deliverables

46. OEE stands for

*Mark only one oval.*

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

47. All are type of planned maintenance EXCEPT

*Mark only one oval.*

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

48. 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. 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. Plan-do-study-act cycle is a procedure to ____________

*Mark only one oval.*

- Overall improvement
- Continuous improvement
- Permanent improvement
- Immediate improvement

51. If variability of a product decreases, its quality ____________

*Mark only one oval.*

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

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

*Mark only one oval.*

- Pareto
- Ishikawa
- Histogram
- Scatter
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