

Chapter 1

1. In the definition $Q=P/E$ the P stands for:
 - a. probability
 - b. percent non-conforming
 - c. time period
 - d. performance
2. Which of the following is not a dimension of Q:
 - a. reliability
 - b. performance
 - c. control
 - d. response
3. The area responsible for external customer requirements is:
 - a. marketing
 - b. sales
 - c. procurement
 - d. product service
4. The area responsible for developing processes and procedures is:
 - a. design engineering
 - b. production
 - c. test and inspection
 - d. none of the above
5. The area that does not have direct responsibility for quality is:
 - a. service
 - b. marketing
 - c. packaging and storage
 - d. quality assurance
6. An effective CEO will utilize:
 - a. MBWA
 - b. quarterly employee meetings
 - c. performance measures
 - d. all of the above
7. Which of the following are quality control needs serviced by the computer?
 - a. data collection
 - b. process control
 - c. statistical analysis
 - d. all of the above
8. Automated process control requires
 - a. feedback

- b. cost of poor quality
- c. CAPP
- d. all of the above

Chapter 2

1. The art of managing the whole to achieve excellence is a definition of
 - a. leadership
 - b. quality
 - c. continuous improving organization
 - d. TQM
 - e. none of the above
2. In the past, decisions were made for the:
 - a. short term
 - b. long term
 - c. managers
 - d. none of the above
3. Leaders emphasize:
 - a. empowerment
 - b. improvement
 - c. customer satisfaction
 - d. all of the above
4. The driver for the TQM engine is the:
 - a. core values
 - b. strategic planning
 - c. VP for Quality
 - d. quality council
5. Which of the following is not a core value?
 - a. agility
 - b. management for innovation
 - c. supplier partnership
 - d. customer driven
6. Which of the following are three of the steps in strategic planning?
 - a. predict the future, authorization, gap analysis
 - b. customer needs, alignment, implementation
 - c. customer position, closing the gap, action plan
 - d. implementation, assignments, alignment
7. The highest priority of each individual or group of individuals is:
 - a. What are my customer needs?
 - b. What corrective action is needed?
 - c. How do I satisfy my customers?
 - d. Who are my customers?
8. One of the purposes of customer feedback is to
 - a. determine corrective action required

- b. compare performance with the competition
 - c. determine quality assurance involvement
 - d. all of the above.
9. Which of the following is a method of customer feed back?
- a. questionnaire
 - b. focus group
 - c. customer complaints
 - d. all of the above
10. One of the most effective techniques for quality improvement is:
- a. a focus group
 - b. a project team
 - c. a questionnaire
 - d. none of the above
11. Projects for process improvement are determined by:
- a. the quality council
 - b. the customer
 - c. vice-president of marketing
 - d. none of the above
12. Ad hoc teams:
- a. are dissolved after completion of the project
 - b. are assigned a particular project
 - c. are composed of knowledgeable people
 - d. all of the above
13. One of the prerequisites for effective team solutions is:
- a. education and training
 - b. CEO participation
 - c. compatible members
 - d. all of the above
14. All processes require:
- a. an owner
 - b. many participants
 - c. CEO input
 - d. a and c
15. The fourth step of the problem solving process is to implement changes. The fifth step is:
- a. develop the optimal solutions
 - b. standardize the solutions
 - c. study the results
 - d. none of the above

16. The phase of the problem solving process that requires brainstorming and creativity is:
- implement changes
 - study the results
 - analyze the current process
 - none of the above
17. Supplier selection and evaluation is determined by:
- selection criteria
 - certification
 - ratings
 - all of the above
18. Which of the following is an effective performance measure for the entire organization?
- cost of poor quality
 - control charts
 - process capability
 - a and b
19. Two of the costs of poor quality categories are:
- prevention and production
 - design and production
 - appraisal and prevention
 - external failure and waste
20. The internal failure cost category includes:
- repair, scrap, rework
 - complaint investigation, lost sales, retrofit
 - poor design, purchasing errors
 - a and c
21. An analysis technique is:
- trend diagrams
 - Pareto diagram
 - process improvement
 - a and b
22. Finding the root cause of the problem is part of the quality improvement strategy
- reducing failure costs
 - prevention of costs
 - reducing appraisal costs
 - a and c
23. The Malcolm Baldrige National Quality Award has seven categories with 1000 points. The category with the greatest number of points is:
- customer and market focus
 - leadership

- c. business results
- d. process management