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The correct answer is D. B. E. A. C. Key Points The correct answer is D. B. E. A. C: Select the critical-to-quality characteristics and define the required performance standards (D): In this step, the critical-to-quality characteristics are identified, which are the key features or parameters that directly affect customer satisfaction. The required performance standards for these characteristics are defined to meet customer expectations. Validate the measurement system, methods, and procedures; establish the current process's capability (E): This step focuses on validating the measurement system, including methods and procedures used to collect data. The current process capability is assessed to understand its performance and limitations. Define upper and lower performance limits; identify sources of variation; screen potential causes of variation to identify the vital variables needing control (E): This step involves setting performance limits, understanding sources of variation, and identifying potential causes of variation that need to be controlled. It helps establish a clear understanding of the problem and the critical factors that contribute to it. Discover variation relationship for the vital variables and establish operating tolerances on each of the vital variables (A): In this step, the relationship between variation and the vital variables is analyzed. Operating tolerances are established for each vital variable to ensure that the process operates within acceptable limits and meets the desired performance standards. Validate the measurement system's ability to produce repeatable data; determine the capability of the process to control the vital variables; implement statistical process control on the vital variables (C): This step involves validating the measurement system's ability to produce consistent and accurate data. The process capability is assessed to determine if it can effectively control the vital variables. Statistical process control techniques are implemented to monitor and control these variables. 1 of 11 Sets 1. A. performance + expectations B. performance x expectations C. performance – expectations D. performance / expectations Answer» D. performance / expectations Explanation: quality can be quantified by quality (q) = performance (p)/expectations (e) so option d is correct 2. A. product oriented B. process oriented C. customer oriented D. supplier oriented Answer» A. product oriented Explanation: traditional culture of quality requirements is product oriented, whereas tqm culture is process oriented, so option a is correct 3. A. genichi taguchi B. masaaki imai C. shigeo shingo D. w. edwards deming Answer» D. w. edwards deming Explanation: american quality guru's are w. edward deming, walter shewhart, philip crosby, joseph m juran. so option d is correct 4. A. walter shewhart B. philip crosby C. genichi taguchi D. w. edward deming Answer» D. w. edward deming Explanation: w. edward deming contributions are 1. deming's 14 points route to quality 2. deming cycle or pdca cycle 3. seven deadly diseases of management 4. system of profound knowledge so option d is correct 5. A. supplier – process – customer B. customer – process – customer C. process – customer – supplier D. process – supplier – customer Answer» A. supplier – process – customer Explanation: juran's "three role model" is supplier – process – customer so option a is correct 6. A. 1 B. 2 C. 3 D. 4 Answer» C. 3 Explanation: quality statements has three elements 1. vision statement 2. mission statement 3. quality policy statement so option c is correct 7. A. vision statement B. mission statement C. quality policy statement D. all the above Answer» D. all the above Explanation: quality statements has three elements 1. vision statement 2. mission statement 3. quality policy statement so option d is correct 8. A. walter shewhart B. philip crosby C. joseph m juran D. w. edward deming Answer» B. philip crosby Explanation: philip crosby's contributions are 1. four absolutes of quality 2. 14 steps to quality management 3. crosby's quality vaccine 4. concept of zero defects so option d is correct 11. A. walter shewhart B. philip crosby C. joseph m juran D. w. edward deming Answer» B. philip crosby Explanation: philip crosby's contributions are 1. four absolutes of quality 2. 14 steps to quality management 3. crosby's quality vaccine 4. concept of zero defects so option b is correct 12. A. prevention + appraisal +internal failure B. prevention + appraisal C. internal failure + external failure D. appraisal + internal failure Answer» A. prevention + appraisal +internal failure +external failure Explanation: cost of quality = prevention cost + appraisal cost + internal failure cost + external failure cost so option a is correct 13. A. prevention cost B. appraisal cost C. both a and b D. none of the above Answer» C. both a and b Explanation: coq of good quality = prevention cost + appraisal cost so option c is correct 14. A. internal failure cost B. external failure cost C. both a and b D. none of the above Answer» C. both a and b Explanation: coq of good quality = internal failure cost + external failure cost so option c is correct 15. A. company offer B. customer needs C. both a and b D. none of the above Answer» C. both a and b Explanation: tebulou's customer satisfaction model is the intersection of company offer and customer needs so option c is correct 16. A. performance B. features C. service D. all the above Answer» D. all the above Explanation: quality statements has three elements 1. vision statement 2. mission statement 3. quality policy statement so option d is correct 17. A. comment cards B. focus groups C. toll free telephone numbers D. all the above Answer» D. all the above Explanation: tools used for receiving customer complaints 1. comment cards 2. customer questionnaire 3. post-transaction surveys 4. employee feedback 5.focus groups 6.toll free telephone numbers. so option d is correct 18. A. plan do check act B. plan did check act C. process do check act D. process did check acknowledge Answer» A. plan do check act Explanation: pdca cycle stands for plan do check act as per e. deming so option a is correct 19. A. performance B. reliability C. conformance D. all the above Answer» D. all the above Explanation: dimensions of quality contain performance, features, usability, conformance to standards/specifications, reliability, durability, maintainability, so option d is correct 20. A. tangibles B. reliability C. assurance D. all the above Answer» D. all the above Explanation: dimensions of service quality contains tangibles , reliability, assurance, empathy, responsiveness so option d is correct 21. A. walter shewhart B. philip crosby C. genichi taguchi D. w. edward deming Answer» C. genichi taguchi Explanation: japanese quality guru are genichi taguchi, masaaki imai, shigeo shingo. so option c is correct 22. A. taguchi model B. kano model C. deming model D. kaizen model Answer» B. kano model Explanation: kano proposed a model to understand the customer need. whereas others contributions are not with respect to customer need. so option b is correct 23. A. trend analysis B. pareto analysis C. both a and b D. none of the above Answer» C. both a and b Explanation: the techniques used for analyzing the quality costs are trend analysis and pareto analysis so option c is correct 24. A. plan do study act B. plan did study act C. process do study act D. process did study acknowledge Answer» A. plan do study act Explanation: pdsa stands for plan do study act so option a is correct 25. A. first absolute B. second absolute C. third absolute D. fourth absolute Answer» B. second absolute Explanation: first absolute: definition of quality second absolute: the system for causing quality is preventive, not appraisal 26. A. walter shewhart B. philip crosby C. joseph m juran D. w. edward deming Answer» C. joseph m juran Explanation: juran's contributions are 1. internal customer 2. cost of quality 3. fitness of use 4. quality trilogy 5. juran's 10 steps for quality improvement 6. breakthrough concept so option c is correct 27. A. appraisal cost B. internal failure cost C. external failure cost D. prevention cost Answer» B. internal failure cost Explanation: internal failure cost: cost generated before the before a product is shipped as a result of non-conformance to requirements. external failure cost: cost generated before the after a product is shipped as a result of non-conformance to requirements so option b is correct 28. A. customer retention B. customer satisfaction C. customer complaints D. customer service Answer» C. customer complaints Explanation: customer complaint is defined as the expression of dissatisfaction with a product either orally or written. so option c is correct 29. A. employer B. management C. employee D. vendor Answer» C. employee Explanation: employee involvement improves the quality and productivity at all levels of organization. so option c is correct 30. A. manager B. high performer C. motivator to others D. team leader Answer» B. high performer Explanation: a satisfied employee will improve their work continuously, find new goals, change challenges. 31. A. job satisfaction B. job enrichment C. job enlargement D. all of the above Answer» D. all of the above Explanation: motivation promotes job satisfaction and thus reduces absenteeism and turnover. so option d is correct 32. A. bonus B. motivation C. performance based incentive D. promotion Answer» B. motivation Explanation: motivation is the process of inducing people inner drives and action towards certain goals. so option b is correct 33. A. social B. safety C. basic D. esteem Answer» D. esteem Explanation: self esteem needs include those for self confidence, achievement, self-respect etc so option d is correct 34. A. company policy B. administration C. responsibilities D. interpersonal relations Answer» C. responsibilities Explanation: hygiene factors are necessary to maintain a reasonable level of satisfaction among employees. so option c is correct. 35. A. motivators B. hygiene factors C. improvement factors D. advance factors Answer» A. motivators Explanation: total quality management is a great motivator for employees as it taps their intellectual treasure for the success of the organization. so option a is correct. 36. A. environmental objective B. audit result C. corrective action D. all of the above Answer» D. all of the above Explanation: continual improvement is an ongoing effort to improve products, services, or processes. so option d is correct. 37. A. small change B. big improvement C. sudden impact D. all of the above Answer» A. small change Explanation: kaizen is a japanese term meaning "change for the better" or "continuous improvement." so option a is correct. 38. A. overall improvement B. continuous improvement C. permanent improvement D. immediate improvement Answer» B. continuous improvement Explanation: pdsa cycle is an iterative four-step management method used in business for the control and continuous improvement of processes and products so option b is correct. 39. A. at the start of the project B. thruout the life of the project C. at the end of the project D. no need to carry out quality practices Answer» B. thruout the life of the project Explanation: quality practices, such as, teamwork and participation, customer focus and satisfaction, continuous improvement, were identified as best practices for tqm implementation. so option b is correct. 40. A. quality planning B. quality improvement C. quality control D. all the three Answer» D. all the three Explanation: juran's trilogy, "an approach to cross-functional management that is composed of three managerial processes: quality planning, quality control and quality improvement. so option d is correct. 41. A. card B. fool proof C. continuous improvement D. fishbone diagram Answer» B. fool proof Explanation: seiketsu practices such as colour coding, fool proofing, responsibility labels can be followed at the workplace. so option b is correct. 42. A. maintenance costs B. inspection costs C. scrap costs D. warranty and service costs Answer» A. maintenance costs Explanation: maintenance costs are incurred not to reduce as a result of better quality so option a is correct. 43. A. a project completed in shortest possible time. B. a product or service that conforms to the required specifications. C. an award-winning product that brings public recognition to the project D. an innovative project that establishes qualification of the project team Answer» B. a product or service that conforms to the required specifications. Explanation: organizations seek sustained success through the implementation of a quality management system so option b is correct. 44. A. explicitly stated B. implied C. legally required D. all of the above Answer» D. all of the above Explanation: quality refers to the set of inherent properties of an object that allows satisfying stated or implied needs. so option d is correct. 45. A. customer satisfaction B. reducing manpower C. continuous cost reduction D. continuous operational improvement Answer» B. reducing manpower Explanation: total quality management (tqm) describes a management approach to long-term success through customer satisfaction. so option b is correct. 46. A. functional requirements B. design attributes C. service process D. manufacturing process Answer» B. design attributes Explanation: hog is considered the primary tool used during quality function deployment to help facilitate group decision making. so option b is correct. 47. A. quality of conformance B. quality of service C. quality of specification D. quality of manufacturing Answer» A. quality of conformance Explanation: the degree to which products conform to essential requirements and meet the needs of users for which they are intended. so option a is correct. 48. A. quality assurance B. quality planning C. quality control D. quality management Answer» A. quality assurance Explanation: quality assurance (qa) is defined as an activity to ensure that an organization is providing the best possible product or service to customers. so option a is correct. 49. A. customer need B. organizational need C. supplier need D. worker need Answer» A. customer need Explanation: a customer need is a motive that prompts a customer to buy a product or service. so option a is correct. 50. A. provide resources B. define ems C. monitor the effectiveness of the system D. all of the above Answer» D. all of the above Explanation: management responsibilities are to ensure operational efficiency, financial reporting quality, and compliance with applicable laws, regulations, rules, and standards. so option d is correct. Previous 1 2 3 4 5 6 7 Next Done Studing? Take A Test. Great job completing your study session! Now it's time to put your knowledge to the test. Challenge yourself, see how much you've learned, and identify areas for improvement. Don't worry, this is all part of the journey to mastery. Ready for the next step? Take a quiz to solidify what you've just studied. © Copyright 2025 McqMate. All rights reserved. 100%(2)100% found this document useful (2 votes)2K views3 pagesThis document contains 10 multiple choice questions about total quality management. The questions cover topics such as process tools used in TQM systems, defect levels associated with six si...SaveSave Total Quality Management Multiple Choice Questions... For Later100%100% found this document useful, undefined100%(2)100% found this document useful (2 votes)2K views3 pagesThis document contains 10 multiple choice questions about total quality management. The questions cover topics such as process tools used in TQM systems, defect levels associated with six sigma quality, types of costs associated with quality issues, roles used in six sigma (e.g. black belts), customer priorities, definitions of quality, and areas covered by organizational processes. The questions are followed by the correct answers.100%(2)100% found this document useful (2 votes)2K views3 pagesThis document contains 10 multiple choice questions about total quality management. The questions cover topics such as process tools used in TQM systems, defect levels associated with six si... Quality management is a systematic approach used by organizations to ensure that their products, services, and processes consistently meet or exceed customer expectations and industry standards. The primary goal of quality management is to deliver high-quality products and services that satisfy customers, reduce defects and errors, and continuously improve organizational efficiency and effectiveness. Key principles and components of quality management include: Customer Focus: Quality management puts the customer at the center of its approach. Understanding customer needs, expectations, and feedback is crucial to delivering products and services that meet or exceed customer satisfaction. Continuous Improvement: Organizations committed to quality management strive for continuous improvement in all aspects of their operations. They use data-driven approaches, such as Six Sigma, Total Quality Management (TQM), and Lean principles, to identify and eliminate defects and waste, leading to more efficient processes and better outcomes. Process Approach: Quality management emphasizes the importance of defining and managing processes. It involves identifying key processes, setting performance metrics, and continually monitoring and optimizing them to achieve consistent results. Employee Involvement: Quality management encourages employee involvement and empowerment. Employees are encouraged to take ownership of their work, participate in decision-making, and contribute to process improvements. Data-Driven Decision Making: Quality management relies on data and evidence to make informed decisions. Organizations use data analytics and performance metrics to measure, monitor, and improve processes and products. Article outline Part 1: OnlineExamMaker AI quiz generator – The easiest way to make quizzes online When it comes to ease of creating a quality management skills assessment, OnlineExamMaker is one of the best AI-powered quiz making software for your institutions or businesses. With its AI Question Generator, just upload a document or input keywords about your assessment topic, you can generate high-quality quiz questions on any topic, difficulty level, and format. What you will like: ● AI Question Generator to help you save time in creating quiz questions automatically. ● Share your online exam with audiences on social platforms like Facebook, Twitter, Reddit and more. ● Display the feedback for correct or incorrect answers instantly after a question is answered. ● Create a lead generation form to collect an exam taker's information, such as email, mobile phone, work title, company profile and so on. Part 2: 30 quality management quiz questions & answers 1. What is the primary goal of Quality Management? a) Maximizing profits b) Achieving operational efficiency c) Consistently meeting or exceeding customer expectations d) Minimizing employee turnover Answer: c) Consistently meeting or exceeding customer expectations 2. What does Six Sigma aim to achieve in Quality Management? a) Eliminate all defects and errors b) Reduce defects and errors to a minimum level c) Achieve 100% customer satisfaction d) Improve employee morale Answer: b) Reduce defects and errors to a minimum level 3. Which approach focuses on identifying and eliminating waste in processes to improve efficiency? a) Six Sigma b) Lean principles c) Total Quality Management (TQM) d) ISO 9001 Answer: b) Lean principles 4. What is the primary focus of Total Quality Management (TQM)? a) Reducing costs b) Improving employee satisfaction c) Ensuring product safety d) Continuous improvement and customer satisfaction Answer: d) Continuous improvement and customer satisfaction 5. What does the "PDSA" cycle stand for in the context of Quality Management? a) Plan, Design, Supervise, Adjust b) Perform, Document, Solve, Analyze c) Plan, Do, Study, Act d) Process, Deliver, Support, Assess Answer: c) Plan, Do, Study, Act 6. Which Quality Management system is the internationally recognized standard for quality? a) Six Sigma b) ISO 9001 c) TQM d) Lean principles Answer: b) ISO 9001 7. What is the purpose of a control chart in Quality Management? a) To display data in a graphical format b) To track the progress of a project c) To identify potential defects and errors in a process d) To monitor process stability and variability over time Answer: d) To monitor process stability and variability over time 8. Which Quality Management approach uses statistical methods to analyze and improve processes? a) Lean principles b) ISO 9001 c) Total Quality Management (TQM) d) Six Sigma Answer: d) Six Sigma 9. What does the acronym "DMAIC" represent in Six Sigma methodology? a) Define, Measure, Analyze, Improve, Control b) Develop, Measure, Apply, Implement, Check c) Document, Monitor, Analyze, Improve, Communicate d) Design, Measure, Adjust, Implement, Correct Answer: a) Define, Measure, Analyze, Improve, Control 10. Which tool is used to visualize the relationship between two variables in Quality Management? a) Control chart b) Scatter plot c) Fishbone diagram d) Pareto chart Answer: b) Scatter plot 11. What is the purpose of a fishbone diagram in Quality Management? a) To display data in a graphical format b) To track the progress of a project c) To identify potential causes of a problem or defect d) To monitor process stability and variability over time Answer: c) To identify potential causes of a problem or defect 12. What is the key concept of "Kaizen" in Quality Management? a) Continuous improvement through small, incremental changes b) Elimination of all defects and errors c) Employee empowerment through leadership support d) Use of statistical methods for process improvement Answer: a) Continuous improvement through small, incremental changes 13. Which term refers to the cost incurred to prevent defects from occurring in a process or product? a) External failure costs b) Internal failure costs c) Appraisal costs d) Prevention costs Answer: d) Prevention costs 14. What is the primary purpose of conducting a root cause analysis in Quality Management? a) To track the progress of a project b) To identify potential causes of a problem or defect c) To monitor process stability and variability over time d) To create a project plan Answer: b) To identify potential causes of a problem or defect 15. Which term refers to the cost incurred when defects or errors are discovered before the product or service is delivered to the customer? a) External failure costs b) Internal failure costs c) Appraisal costs d) Prevention costs Answer: b) Internal failure costs 16. What is the purpose of a Pareto chart in Quality Management? a) To display data in a graphical format b) To track the progress of a project c) To identify the most significant factors contributing to a problem d) To monitor process stability and variability over time Answer: c) To identify the most significant factors contributing to a problem 17. Which term refers to the cost incurred when defects or errors are discovered after the product or service is delivered to the customer? a) External failure costs b) Internal failure costs c) Appraisal costs d) Prevention costs Answer: a) External failure costs 18. What is the purpose of conducting a gap analysis in Quality Management? a) To compare actual performance with desired performance b) To track the progress of a project c) To identify potential causes of a problem or defect d) To create a project plan Answer: a) To compare actual performance with desired performance 19. Which Quality Management tool is also known as the "Ishikawa diagram"? a) Control chart b) Scatter plot c) Fishbone diagram d) Pareto chart Answer: c) Fishbone diagram 20. What is the primary focus of ISO 9001:2015? a) Environmental management b) Occupational health and safety c) Quality management systems d) Information security management Answer: c) Quality management systems 21. Which Quality Management approach emphasizes the importance of employee involvement and empowerment? a) Six Sigma b) TQM c) Lean principles d) ISO 9001 Answer: b) TQM 22. Which term refers to the cost incurred to evaluate and inspect products or services for defects? a) External failure costs b) Internal failure costs c) Appraisal costs d) Prevention costs Answer: c) Appraisal costs 23. What is the purpose of a control plan in Quality Management? a) To display data in a graphical format b) To track the progress of a project c) To monitor process stability and variability over time d) To define the actions and controls needed to ensure product quality Answer: d) To define the actions and controls needed to ensure product quality 24. Which Quality Management approach focuses on reducing variation and defects in processes? a) Six Sigma b) TQM c) Lean principles d) ISO 9001 Answer: a) Six Sigma 25. What is the key concept of "Jidoka" in Lean principles? a) Continuous improvement through small, incremental changes b) Employee empowerment through leadership support c) Automatic detection and stopping of defects in the production process d) Use of statistical methods for process improvement Answer: c) Automatic detection and stopping of defects in the production process 26. Which tool is used to prioritize improvement opportunities based on their significance and frequency? a) Control chart b) Scatter plot c) Fishbone diagram d) Pareto chart Answer: d) Pareto chart 27. What is the purpose of conducting a benchmarking analysis in Quality Management? a) To compare actual performance with desired performance b) To track the progress of a project c) To identify potential causes of a problem or defect d) To create a project plan Answer: a) To compare actual performance with desired performance 28. Which Quality Management approach focuses on improving processes to eliminate waste and inefficiencies? a) Six Sigma b) TQM c) Lean principles d) ISO 9001 Answer: c) Lean principles 29. What is the key concept of "Gemba" in Lean principles? a) Continuous improvement through small, incremental changes b) Employee empowerment through leadership support c) On-site observation and understanding of processes d) Use of statistical methods for process improvement Answer: c) On-site observation and understanding of processes 30. Which term refers to the cost incurred to fix defects or errors that are discovered during production or service delivery? a) External failure costs b) Internal failure costs c) Appraisal costs d) Prevention costs Answer: b) Internal failure costs 31. What is the purpose of conducting a process flow analysis? a) To identify potential causes of a problem or defect b) To track the progress of a project c) To identify potential causes of a problem or defect d) To create a project plan Answer: a) To identify potential causes of a problem or defect 32. 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What is the purpose of conducting a process flow analysis? a) To identify potential causes of a problem or defect b) To track the progress of a project c) To identify potential causes of a problem or defect d) To create a project plan Answer: a) To identify potential causes of a problem or defect 48. What is the purpose of conducting a process flow analysis? a) To identify potential causes of a problem or defect b) To track the progress of a project c) To identify potential causes of a problem or defect d) To create a project plan Answer: a) To identify potential causes of a problem or defect 49. What is the purpose of conducting a process flow analysis? a) To identify potential causes of a problem or defect b) To track the progress of a project c) To identify potential causes of a problem or defect d) To create a project plan Answer: a) To identify potential causes of a problem or defect 50. 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