



TQM

Total Quality Management

TQM Quiz

1 An acceptance control chart has limits that are based on the specification limits for the product rather than limits which differentiate between random and assignable causes. Under which of the following circumstances should a QC manager consider using an acceptance control chart?

- A- When the engineering tolerance on a dimension greatly exceeds the natural dispersion of the manufacturing process
- B- When the number of samples outside the current control chart limits become too costly and cumbersome to investigate
- C- When a process is subject to constant but stable tool wear
- D- A and B
- E- A and C

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2 The practice of ceasing mass inspections and ending awards based on price is credited to:

- A- Edward Deming
- B- Philip Crosby
- C- Juran
- D- Pareto

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3 Quality management deals with all of the following topics except:

- A- Conformance to requirements / specifications
- B- Satisfying the needs of the customer
- C- Making products more desirable and luxurious
- D- A and C
- E- B and C

4 The OC curve provides a measure of the _____
of the control chart

- A- Sensitivity
- B- Duality

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5 Lots for acceptance sampling should be _____ and _____.

- A- Homogeneous, Large
- B- Heterogeneous, Small
- C- Homogeneous, Small
- D- Heterogeneous, Large

6

The four phases of the Shewart cycle are:

A- Plan, Do, Scan, Implement

B- Plan , Act , Do, Control

● C- Plan, Do, Check, Act,

D- Implement, Design, Control, Plan

7

Process capability indices, Cp and Cpk, are:

A- Productivity measures

B- Financial measures

● C- Quality measures

D- Time measures

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8 The taste of burgers across all McDonald outlets should be same. This is an example of _____.

- A- Sensory critical to quality Characteristic
- B- Physical critical to Quality Characteristic
- C- Time Orientation critical to Quality Characteristic
- D- None of the above

9 Most quality problems-----

- A- originate in the quality department where the ultimate responsibility for quality rests
- B- originate on the shop floor because of waste and product rework
- C- are the result of management's lack of attention to potential quality improvement ideas
- D- could be eliminated if shop supervisors monitored their workers more closely
- E- A and B

10 Quality assurance

A- refers to the prevention of product defects

- B- is an auditing function that provides feedback to the project team and client about the quality of output being produced

C- is the technical process that includes the construction of control charts which specify acceptability limits for conforming output

D- A and B

E- B and C

11 A _____ chart can be used to identify the most frequently occurring defect.

- A- Pareto
- B- Ishikawa
- C- Histogram
- D- Scatter

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12 Process capability ratio is expressed as:

A- $\frac{USL+LSL}{6s}$

B- $\frac{USL-LSL}{6s}$

C- $\frac{USL-LSL}{3s}$

D- $\frac{USL-LSL}{s}$

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13 100% inspection for defects may be neither possible nor desirable, When is sampling for defects likely to be most useful?

A- When destructive testing is required

B- When the cost of 100% inspection is high

C- When we believe there are not many defects

D- A, B, and C

E- A and B

14

A main role of the project Champion is to:

A- Be a cheerleader for the team

● B- Remove roadblocks

C- Perform statistical analysis

D- Develop the control plan

15

A histogram ordered by frequency of occurrence that shows how many results were generated by each identified cause is:

A- Statistical Histogram

● B- Juran Histogram

C- Fishbone Diagram

D- Pareto Diagram

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16 The key process input variables (KPIV) and key process output variables are developed during the _____ phase.

A- Define

B- Analyze

● C- Measure

D- Improve

17 In 9001:2015, what does clause 7.2 relate to?

A- Leadership and commitment

● B- Competence

C- Documented information

D- Planning of changes

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18 When planning the quality management system ISO 9001, organizations shall consider the issues and requirements referred to in 4.1 and 4.2 and determine the risks and opportunities that need to be addressed to;

A- give assurance that the quality management system can achieve its intended result(s)

B- enhance desirable effects

C- achieve improvement

● D- all of the above

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19 Given $L=3$ and $p=.03$, estimate the sample size that can be used for construction of a p chart.

A- 534

B- 321

C- 123

● D- 291 $((1-p)*L^2/p$ gives us an estimate of sample size)

20

Which of the following document(s) is (are) included in the quality system?

- A- A quality policy
- B- Customer focus
- C- Commitment
- D- All of the given options

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