

2. SSBB QUIZ - 2

1. Which of the following is not part of generally accepted view of quality today?

- a. Defects should be highlighted and brought to the surface
- b. Higher level of inspection implies better quality**
- c. Improved quality saves money and increases business
- d. People want to produce quality products
- e. Quality is customer focused

2. Which of the following conditions are driving companies to achieve quality in all their processes?

- a. Higher performance requirements
- b. Higher technology requirements
- c. Shorter product lifecycles
- d. Materials and processes pushing towards the limits
- e. All of the above**

3. In today's view of quality, who defines quality?

- a. Senior management
- b. Functional management
- c. Suppliers
- d. Production / Operations
- e. Customers**

4. Which of the following is not a principle of modern quality assurance?

- a. Increased expenditures on inspection**
- b. Zero-defect programmes
- c. Total quality management
- d. Reliability engineering
- e. The cost of quality

5. Which of following is true of modern quality management?

- a. Quality is defined by the customer
- b. Quality has become a competitive weapon
- c. Quality is now an integral part of strategic planning
- d. Quality is linked with profitability on both the market and cost sides
- e. All are true**

6. A company dedicated to quality usually provides training for:

- a. Senior management
- b. Employees
- c. Suppliers' Employees
- d. Customers
- e. All of the above

7. What are the components of Juran's Quality Trilogy?

- a. Quality improvement, quality planning and quality control
- b. Quality improvement, zero-defect, and quality control
- c. Quality improvement, quality inspection and PERT charting
- d. Quality improvement, quality inspection, and quality control
- e. None of the above

8. Which of the following is considered a cost of conformance?

- a. Creating process control charts
- b. Rework costs
- c. Collecting data for use in process improvement efforts
- d. Mass inspection
- e. Both a and c
- f. a, c & d

9. High cost of quality in an organization indicates that:

- a. The workers don't care about their work
- b. Inspection / testing teams are too strict
- c. Customers are too demanding
- d. Top management participation needs to be increased
- e. All of the above.

10. Inspection:

- a. Is an appropriate way to ensure quality
- b. Is less effective than preventive techniques
- c. Reduces rework and scrap
- d. Is always effective in stopping defective products from reaching the customer
- e. All of the above

11. Which of the following is true?

- a. ISO 9000 is a European standard
- b. ISO 9000 is a paperwork nightmare
- c. ISO 9000 certification ensures that your company produces quality products
- d. ISO 9000 is a three-part, never-ending cycle including planning, continual improvement and controlling
- e. None of the above

12. A well-written quality-policy must:

- a. Be defined in good quality of English
- b. Promote consistency throughout the organization
- c. Provide an explanation of how customers view quality in their organization
- d. Help in finding the CTPs
- e. All of the above

13. Good quality objective should be:

- a. Achievable
- b. Specific & time-bound
- c. Realistic
- d. Measurable
- e. All of the above

14. What is the order of the four steps in Deming's Cycle for Improvement?

- a. Plan, do, check, avoid
- b. Do, Plan, act and check
- c. Check, do, act and plan
- d. Act, check, do and plan
- e. Plan, do, check and act

15. Quality management audits

- a. Are not necessary if you do it right the first time
- b. Must be performed daily for each process
- c. Are expensive and therefore not worth doing
- d. Are important only when producing products of a technical nature
- e. Are none of the above

16. Cost of conformance include:

- a. Training
- b. Verification
- c. Rework
- d. Both a and b
- e. Both a and c

17. The costs of nonconformance include:

- a. Scrap
- b. Rework
- c. Warranty repairs
- d. Product recalls
- e. All of the above

18. Which of the following is/are internal failure cost(s)?

- a. Training
- b. Rework**
- c. In-process testing
- d. Both a and c

19. Which of the following is/are an appraisal cost(s)?

- a. Inspection of product
- b. Pilot study
- c. Surveys of vendor, contractor and suppliers after order placement
- d. Vendor Inspection
- e. Both a and d**

20. Customer returns and allowances, evaluation of customer complaints, visits to customers to resolve quality complaints are examples of _____ costs.

- a. Prevention
- b. Appraisal
- c. Internal failure
- d. External failure**
- e. All of the above

21. Which of the following is/are true about quality costs when quality management principles are applied?

- a. Prevention costs may actually rise over time
- b. Prevention costs and failure costs (internal and external) are inversely related
- c. Prevention costs and failure costs (internal and external) are directly related
- d. Both a and c
- e. Both a and b**

22. Which of the following is a typical tool for improving process efficiency?

- a. Pareto analysis
- b. Process Map**
- c. Trend analysis
- d. Process control chart
- e. None of the above

23. Which of the following methods is / are best suited for identifying the “vital few”?

- a. Pareto analysis**
- b. Cause-and-effect analysis
- c. Trend analysis
- d. Process control charts
- e. All of the above

24. Quality may be defined as:

- a. Continuous improvement of product or service
- b. Appealing presentation to customer
- c. Timely replacement under warranty
- d. Satisfaction of customer requirements, as per his/her perception

25. Corrective Action involves:

- a. Correcting the mistake that has occurred
- b. Preventing mistake from happening in the first place
- c. Hiding the mistake from colleagues and seniors
- d. Both **a** and **c**
- e. None of the above.