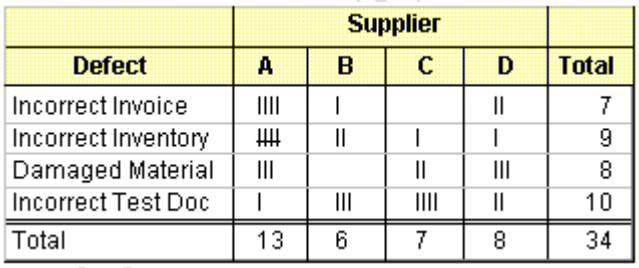
1 Quality Management 34

1.	What are the components of Juran's trilogy? A. Quality improvement, quality planning, and quality control B. Quality improvement, zero-defects, and quality control C. Quality improvement, quality planning, and PERT charting D. Quality improvement, quality inspections, and quality control A
2.	Project quality management includes the following processes: A. Requirements Planning, Communication, Performing Quality Assurance and Control B. Process Control Planning, Process Improvement, Continuous Process Improvement C. Stakeholder Analysis, Requirements Planning, Quality Planning D. Plan Quality Management, Manage Quality, Control Quality D
3.	Which of the following tools would be most appropriate for performing a root cause analysis? A. Pareto diagram B. Ishikawa diagram C. Scatter diagram D. Trend analysis B
4.	Modern quality management recognizes the importance of : A. Management to provide the resources needed to succeed B. Inspection of final products to identify defects C. Using resources to correct defects rather than to improve quality D. The company's bottom line over customer satisfaction A
5.	While in the process of assembling a new microchip manufacturing system, the project team notices that tolerances are off. The team orders a more sensitive photo lens for improved accuracy. They experience downtime waiting for the new lens to arrive. This type of cost of quality is considered: A. Prevention cost B. Appraisal cost C. Internal failure cost D. External failure cost C
6.	All of the following are among Philip Crosby's absolutes of quality except: A. The performance standard is zero-defects B. Do everything right the first time, every time C. Conformance to requirements D. Prevention B

7.	A project manager would like to analyze the various causes and sub-causes that are creating a problem. Which type of diagram would be most beneficial? A. Pareto diagram B. System diagram C. Cost-benefit diagram D. Fishbone diagram D
8.	The PMBOK Guild definition of quality is the degree to which? A. The quality analyst identifies quality standards that apply to the project B. A set of inherent characteristics fulfill requirements C. A project measures up to client expectations D. The project creates aesthetically appealing goods B
9.	Overworking the project team in order to meet customer requirements may lead to all of the following except: A. Higher productivity B. Rework C. Increased employee attrition D. Unfounded errors A
10.	Understanding, evaluating, defining and managing expectations so that customer requirements are met requires a combination of ___ and ____ A. Proper planning, team communication B. Personal relationships, endless meetings C. Conformance to requirements, fitness for use D. Patience, perseverance C
11.	Deming's definition of quality is: A. Zero defects B. Conformance to requirements C. Continuous improvement D. Quality comes from prevention C
12.	A project team will typically set the upper and lower control limits in a control chart to: A. Ensure that a perfect bell shaped curve is adhered to B. Assist with determining the best-fit method C. Detect and flag when a process is out of control D. Provide that random and special cause remain the same C

13.	Which of the following efforts tends to improve product quality? A. Scope creep B. Gold plating C. Close adherence to requirements D. Progressive elaboration C
14.	On a process control chart, the upper control limit and lower control limit are usually set at: A. The upper and lower specification limits B. +/- 3 sigma C. +/- 6 sigma D. 2 sigma from the mean value B
15.	Your project experiences an internal failure of a major component to meet requirements. The action necessary to bring this defect into compliance within specifications is considered: A. Rework B. Warranty repairs C. Quality control D. Corrective A
16.	Which of the following statements best describes statistical sampling? A. It involves choosing a part of a population for inspection B. It reflects the measurements on a continuous scale of a characteristic of the product or service C. It indicates management's understanding of the concept of variability and statistical analysis D. It is concerned with prevarication rather than prevention, as a way to solve problem A
17.	Quality _____ addresses quality processes, while quality _____ is concerned with following these processes and monitoring results against identified metrics A. Control, assurance B. Assurance, control C. Methodology, control D. Qualification, quantification B
18.	For the following group of numbers: 80, 10, 50, 70 and 90, what is near the mean? A. 17 B. 80 C. 52 D. 71 C

19.	Deming postulated that ___% of quality problems could be controlled by management and ____% could be controlled by the workers on the floor. A. 0, 100 B. 85, 15 C. 15, 85 D. 100, 0 B
20.	Which of the following is not one of Crosby's Four Absolutes of Quality? A. Quality means conformance to requirements B. Quality is measured by the cost of conformance C. Quality means that the performance standard is zero-defects? D. Quality is measured by the cost of nonconformance B
21.	Susan was hired to monitor specific project results to determine whether they comply with relevant quality standards. This is known as: A. Quality Assurance B. Quality Auditing C. Quality Supervision D. Quality Control D
22.	Using the data in the figure below, which defect should we study and try to reduce first (assume that correcting each defect for each vendor has the same cost to you per defect for all suppliers)?  A. Incorrect invoice B. Incorrect inventory C. Incorrect test documentation D. Cannot determine the correct answer from the available data C
23.	Quality is: A. The degree to which a set of inherent characteristics fulfill requirements B. The degree to which a set of inherent characteristics surpass requirements C. A measure of materials and workmanship that go into producing a product D. The sole responsibility of the workers who produce parts of the final product A

	Supplier				
Defect	A	B	C	D	Total
Incorrect Invoice	IIII	I		II	7
Incorrect Inventory	𝍸	II	I	I	9
Damaged Material	III		II	III	8
Incorrect Test Doc	I	III	IIII	II	10
Total	13	6	7	8	34

24.	Mike has been concerned about errors that are showing up in the client's final version of a particular publication. He diagrams out the process for publishing and walks through this process. He takes note that during the composition stage, the original document is re-entered into a type-setting application. It seems that during this process new errors are introduced. To correct this, the production department acquires a new application that can import the original document without re-entering content. Not only is there a reduction in Mike's defect rate, but in defect rates on all projects. This problem was through: A. Type I error analysis B. Statistical analysis C. Pareto analysis D. Root cause analysis D
25.	The use of quality circles: A. Has proven ineffective in the USA, Japan and other countries B. Is particularly effective in overcoming labor-management conflicts C. Provides a quick fix for most quality problems in industrial business D. Allows workers the opportunity to generate solutions for chronic quality problems D
26.	The telephone company is building a new call center for its new Internet access division. Given that this is its first venture utilizing a call center, there are a number of new processes that will need to be created. Which of the following would show how to handle customers' various needs when they call the call center? A. Checklist B. Process flow C. Control chart D. Quality Audit B
27.	The project management team is trying to determine what is causing a problem on a project. They have isolated two variables from the information available to them. They suspect the problem is compounded by one variable impacting another. They want to see if there is a connection between the two variables. Which of the following will help them verify this? A. Pareto diagram B. Run chart C. Scatter diagram D. Control chart C
28.	You are doing Quality Planning on a project. The Sponsor puts into the Charter that the quality standard wanted on the project is +/- 3 Sigma. This translates to what %? A. 50% B. 99.73% C. 68.26% D. 95.46%

	B
29.	The company is in the Scope Verification phase of its project. It is tracking defects that come in from customers who are testing the project. Given the nature of a new project, they have a variety of defects that are being discovered. Organizing and prioritizing the defects is becoming a challenge and they want to be more proactive about it before it gets out of control. What would help them organize this better? A. Flowchart B. Pareto diagram C. Fishbone diagram D. Ishikawa diagram B
30.	The project is going through Quality Assurance. Which of the following is a key tool that the Project Manager will use in performing this work on the project? A. Quality Audits B. Quality improvement C. Quality Management Plan D. Quality testing A
31.	The Project Manager is evaluating data from a control chart and discovers nine consecutive data points on one side of the control chart. This is called what? A. Too tight of control limits B. A violation of the Seven Run Rule C. Too loose of specification limits D. Acceptable measurements B
32.	You are the Project Manager on a project that will improve the manufacturing process of iphones at your company. Quality has been a big issue because there has been an excessive amount spent on inventory with a lot of waste in the building process and return of product after it has been sold. Presently, the company has a 1 Sigma quality standard with its manufacturing process. There is a general belief that there are process issues behind this problem. Which of the following options looks like the best way to help create a more predictable outcome? A. Increasing the quality to a Sigma level greater than 1 B. Utilizing a Fishbone diagram C. Watching for violations of the Seven Run Rule D. Making a greater use of checklists D
33.	The project is in the process of determining the accuracy of the work of the product. The project team members are utilizing a progressive elaboration approach. They discover that the process to measure the output is not going to produce the results needed. What process will fix the problem? A. Quality Planning B. Quality Management C. Perform Quality Assurance

	D. Perform Quality Control A
34.	The integrated circuit manufacturing process has been experiencing variance that is causing concern among the team. Some results have been within the specification limits, and some below the control tolerances. You want to learn more about the output of the process over the last six months. Which item below would show the most useful view of information? A. Pareto diagram B. Fishbone diagram C. Run chart D. Checklist C