HRM Final Sem Version 2

Chp 14. Total Quality And Human Resources Management

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1 Total Quality is a total system approach and is an integral part of ……………….** | | |  |  | | --- | --- | |  | Human Resource Audit | |  | Human Resource Accounting | |  | High Level Strategy of the organization | |  | Customer Satisfaction and enhancement plan | | |
| |  | | --- | | **2 Total Quality Management takes care of …………….** | | |  |  | | --- | --- | |  | Employee satisfaction | |  | Stakeholder satisfaction | |  | Customer satisfaction | |  | Continuous improvement | | |
| |  | | --- | | **3 This statement does hold true in context with Total Quality Management** | | |  |  | | --- | --- | |  | Quality is considered as important while working on strategic plan | |  | Ensures that the employees are totally involved in the entire process | |  | Decision making is done with situational thinking and on personal opinion | |  | Customers are the backbone for the organization | | |
| |  | | --- | | **4 For any organization, the business objectives along with total quality management approach is to have** | | |  |  | | --- | --- | |  | Satisfied and happy customers | |  | Increased market share | |  | Improved quality | |  | All of them | | |
| |  | | --- | | **5 Traditionally human resource plans were integrated with the strategic plans of the organization.** | | |  |  | | --- | --- | |  | True | |  | False | | |
| |  | | --- | | **6 The human resources role can be of type(s)…………** | | |  |  | | --- | --- | |  | Operation and Strategic | |  | Execution | |  | Facilitator and administration | |  | Legislative and controlling | | |
| |  | | --- | | **7 Which of these is the major work carried out by the Total quality HR strategy managers in the organization** | | |  |  | | --- | --- | |  | Facilitate introduction and adoption of TQM | |  | Maintain and reinforce TQM within the organization | |  | Review the TQM implementation work | |  | All of them | | |
| |  | | --- | | **8 The review of Total Quality Management program done by the Total Quality HR Strategy manager facilitates the organization to** | | |  |  | | --- | --- | |  | Hiring new employees as and when needed | |  | Preparing a layoff policy with detail inputs | |  | Training and developing HR employees | |  | Creating own mission and vision statements | | |