



## 5-Day ZED Assessor Training Programme (ZEDTP\*\*\*)

### Examination Paper - 1

Name of the Participant:	
Organization:	
Date of Examination:	
Dates of Training:	Place:

### Written Examination Instructions

Thank you for the commitment to excellence and participation in the ZED TRAINING program. The written test, a key part of the process to qualify you as an Assessor is in 3 parts as below:

**Part 1 – Discipline** relates to the learning aspects of the disciplines of quality / design/ environment/ IPR /Production management etc. as a subject which you already know and have been re trained on in the context of ZED model.

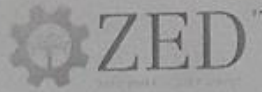
**Part 2 – Scheme** relates to the ZED model and the scheme guidelines notified by Ministry of MSME.

**Part 3 – Soft skills and Processes** related to soft skills you will require as an Assessor under the ZED scheme and your understanding of the process of these as per ZED.

The distribution of marks is as follows (Total marks 60)

Part 1 – Discipline	30 questions of 1 mark each
Part 2 – Scheme	10 questions of 1 mark each
Part 3- Soft Skills and process	20 questions of 1 mark each

The time allowed is 2 hours. All questions should be attempted. There is no negative marking. If there is more than 1 correct answer as per your understanding, please mention all. Please write your choice(s) in CAPITAL letters only.



### Part1

(30 questions – 1 mark each)

No	Questions	Please tick your chosen option	Answer
1	ZED maturity assessment model is based on:	1) Strengths and weaknesses	
		2) Enablers and outcomes	
		3) Inputs and outputs.	
		4) Conformities and Non-Conformities	
		5) None of the above	
2	Which of the following statements is false?	1) Fault tree analysis method is used to determine reliability of product	
		2) The goal of Six Sigma is to reduce number of defects to 2.4 parts per billion	
		3) Process under statistical control is represented by normal distribution curve	
		4) Poka yoke is a policy which prevents occurrence of defects	
		5) None of the above	
3	Which of the following is not true about systems approach?	1) A systems viewpoint is usually beneficial in decision making.	
		2) A systems approach emphasizes interrelationships among subsystems.	
		3) A systems approach concentrates on product efficiency within subsystems.	
		4) A systems approach is essential whenever something is being redesigned or improved.	
4	Enablers in ZED maturity assessment models consists of:	1) Quality Parameters	
		2) Environment Parameters	
		3) IPR parameters	
		4) All of above	
		5) None of the above	
5	Which of the following policies is advisable in case of low product variety and large volumes?	1) High Plant Skilled labour, special purpose machines	
		2) Low skilled labour, general purpose machines	
		3) Low Skilled Labour, Special Purpose Machines	



		4) Any of the above	
		5) None of the above	
6	Which of the following is the focus of statistical process control?	1) Determining the efficiency of an operations system	
		2) Measuring the amount of re-work required to rectify faulty goods	
		3) Identifying the security needs of an operations system	
		4) Measuring and controlling process variations	
		5) None of the above	
7	The aim of Just-In-Time manufacturing principle is to eliminate:	1) time wastage	
		2) labour wastage	
		3) cost of excessive inventory	
		4) all of the above	
		5) None of the above	
8	Inherent Safety' is one of the principle of good plant layout. In this context, which of these will NOT help in achieving the same?	1) Clear gangway	
		2) Location of material and material handling system	
		3) Machines projecting into the gangways	
		4) All of the above will help in achieving it	
		5) None of the above	
9	Which of Following activities will help in conservation of energy in a building?	1) Putting one switch to ON/OFF for all the lights	
		2) Painting the exterior walls of a building in white/light colour	
		3) Installing one energy meter for whole of the building	
		4) Saving of material by reducing the size of ventilating ducts	
10	Design of Experiment implies:	1) Team meetings in product trials	
		2) A method to develop new products/ processes	
		3) Aesthetic quality of products	
		4) Careful recording of data	
11	Service quality cannot be maintained when	1) No vendors are involved	
		2) Customer expectations are not known	
		3) Workers don't meet regularly with management	



		4) Service histogram is not drawn/Vendors are not evaluated	
12	Which of the following operations will result in enhancing the profit for an organisation with respect to energy conservation?	1) Running high power machines/equipment during peak hours 2) Running all equipment and machines simultaneously 3) Running variable speed machines with convertors and solid-state regulators 4) Running all machinery and equipment on Diesel Generators 5) None of the above	
13	A product performing consistently refers to which of the following dimensions of quality:	1) Safety 2) Conformance 3) Durability 4) Reliability 5) None of the above	
14	Measurements taken at various points in the improvement process for control purposes are called:	1) Plans 2) Directions 3) Feedbacks 4) Controls 5) None of the above	
15	Following is/are the Enabler(s) on innovation, creativity & safeguarding?	1) Trademark 2) Industrial Design 3) Copyright 4) Patent 5) All of the above	
16	Which out of the stages of PDCA cycle involves "evaluating the improvement plan"	1) Plan 2) Do 3) Check 4) Act 5) None of the above	
17	Two widely used metrics of variation are the _____ and the _____.	1) productivity ratio; correlation 2) randomized mean; standardized deviation 3) mean; standard deviation	
18	Process capability analysis is often defined as:	1) The ability to make process reliable and maintain-able 2) The inherent variability of items produced by the process	



		3) The determination that the process can meet the product specifications as intended	
19	Which of the following extinguisher is suitable for cotton or other textile fire?	1) Water 2) Soda Acid 3) Foam 4) Dry Chemicals 5) None of the above	
20	Which of the following is a measure of how closely a product meets specifications?	1) Quality of Conformance 2) Continuous improvement 3) Statistical process control 4) Competitive benchmarking 5) None of the above	
21	Variable control charts are designed with which of the following objectives?	1) Reduced sample size 2) Fix risk of accepting poor quality 3) Decide when to investigate causes of variation 4) Establish an acceptable quality level 5) None of the above	
22	The nodal agency for coordinating the energy conservation activities under Energy Conservation act in India is:	1) Bureau of Indian Standards 2) Bureau of Energy Efficiency 3) Bureau of Energy Education 4) Bureau of Energy and Environment 5) None of the above	
23	Large fluctuations or patterns in the data that are not inherent to a process are known as	1) special causes of variation 2) six sigma management 3) chance causes of variation 4) common causes of variation 5) None of the above	
24	An example of an abnormal cause of variation may be:	1) A change in the specification limit 2) Microprocessor-controlled processing equipment 3) A change in the raw material properties 4) A small sample size 5) None of the above	
25	The simplest technique for scheduling of tasks and tracking the progress is:	1) Gantt Chart 2) PERT 3) CPM 4) CUSUM 5) None of the above	



26	Automation is preferred because it:	1) Results in reduction in variable cost	
		2) Offers easy handling of repetitive work	
		3) Offers lesser dependence on workers	
		4) All of the above	
27	A decision to establish controls for product testing only during the acceptance testing step of the project is known as:	1) Risk avoidance	
		2) Risk handling	
		3) Risk acceptance	
		4) Risk reduction	
		5) None of the above	
28	Modern firms increasingly rely on other firms to supply goods and services instead of doing these tasks themselves. This increased level of _____ is leading to increased emphasis on _____ management.	1) outsourcing; supply chain	
		2) off shoring; lean	
		3) downsizing; total quality	
29	The fact that a few improvements in vital areas of operations will have more impact than many improvements in trivial areas is consistent with the:	1) Irwin phenomenon	
		2) Pareto Principle	
		3) Stevenson phenomenon	
		4) Tellier phenomenon	
		5) All of the above	
30	What is process capability index?	1) It is the measure of stability of the process	
		2) It is the measure of design changes in a product	
		3) It is an index that measures the potential for a process to generate defective outputs relative to either upper or lower specifications.	
		4) It is an index that tells the operator how much of the process is capable of being completed within the given time frame	



## Part 2

	Questions	Choices	Answer
1	ZED scheme was notified in:	1) 2014 2) 2015 3) 2016 4) 2013	
2	The ZED certification scheme is an extensive drive of the Government of India to:	1) Enhance global competitiveness of MSMEs 2) To provide MSMEs financial support in assessment 3) To provide MSMEs support in rating and handholding of its manufacturing processes on Quality and Environment aspects 4) All of the above 5) None of the above	
3	The overall roadmap of the ZED program is:	1) National roll out - Pilot project - Scale up 2) Pilot project - National roll out - Scale up 3) Pilot project - Scale up - National roll out 4) None of the above 5) All of the above	
4	The Government has decided to implement the ZED certification scheme during the:	1) 9th Five-year plan 2) 10th Five-year plan 3) 12th Five-year plan 4) 14th Five-year plan 5) None of the above	
5	Onsite Assessment shall be reviewed for certification decision by: -	1) Rating committee of NMIU 2) NPC 3) Rating Agency 4) Steering Committee, MSME	
6	Which of the following is an enabler for emission, effluent and waste disposal activities?	1) Process design for environment management 2) Human resource 3) Selection control and improvement of outsources organizations 4) All of the above	



7	After site-assessment, an MSME scores on level 3 on 17 parameters, on level 2 on 10 parameters, on level 4 on 2 parameters and on level 1 on 3 parameters. What rating will the MSME get?	1) Bronze 2) Silver 3) Gold 4) Diamond 5) No rating	
8	The next step for an MSME with non-adherence to a few statutory/regulatory compliances is:	1) The MSME unit will submit an application to NMIU to allow its participation after allowing exception 2) The MSME will ensure all regulatory and statutory compliances are in place and then apply for ZED 3) The office of DCMSE will conditionally permit the MSME to participate in the ZED scheme 4) The MSME unit will re-apply for a fresh UAM number and apply again for ZED Certification 5) The SSC will instruct NSIC to allocate sector specific assessor to complete site-assessment of the applicant MSME	
9	The full cost to the MSME for ZED assessment is:	1) Appx. Rs. 1,80,000 2) Apprx. Rs. 3,60,000 3) Apprx. Rs. 4,50,000 4) Depends on its type 5) None of the above	
10	On site surveillance can happen 2 times in a cycle (4 years).	1) True 2) False	





### PART 3

	Questions	Choices	Answer
1	The submitted Site Assessment report shall be reviewed for decision on certification by:	1) Results Committee of QCI 2) Final Committee of QCI 3) Rating Committee of QCI  4) Decisions Committee of QCI	
2	The complete process of site assessment is	1) Manual 2) IT enabled through a mobile application 3) IT enabled through a web application 4) Partially manual, partially IT enabled	
3	___ will participate in the site assessment process	1) Trained and certified assessors 2) Officials from the government 3) Other applicant MSMEs 4) Employees 5) None of the above	
4	The outcome of the ZED program will decide	1) The onward movement of the applicant in the ZED certification scheme 2) The applicant MSME will be proceeded to the site assessment stage 3) A brief report will be forwarded for the site assessment 4) All of the above	
5	MSMEs with no rating after site assessment cannot go for re-assessment.	1) True 2) False	
6	The Site Assessment process is a comprehensive _____ assessment and evaluation of the existing systems and processes of the applicant MSME.	1) Biological 2) Physical 3) Virtual 4) Psychological	
7	The process of site assessment will typically take ___ man-days.	1) 10 2) 20 3) 4 4) 6	



8	The objective of the opening meeting with MSME during the site assessment process is:	1) Collect information on the situation	
		2) Capture information on changes concerning MSME, equipment, raw materials, processes etc	
		3) Provide a short explanation of how the assessment activities will be undertaken	
		4) All of the above	
9	If the applicant MSME doesn't clear the desktop assessment, then	1) There's no notification of the final result	
		2) A detailed report with a roadmap for improvement is provided to the applicant MSME	
		3) A brief report is provided to the applicant MSME	
		4) None of the above	
10	The complete process of desktop assessment is	1) Completely manual	
		2) Partially manual and partially web enabled	
		3) T enabled through a web application	
		4) Virtual	
11	One of the critical elements of reviewing evidence as part of the desktop assessment is:	1) Checking relevance	
		2) Checking validity	
		3) Checking timing	
		4) Checking address	
12	What are the steps in desktop assessment?	1) Technical review by QCI	
		2) Understanding online self-assessment by applicant	
		3) Evidence recall; additional evidence	
		4) Allocation of desktop assessor to applicant MSME	
		5) All of the above	
13	The site assessment report will be evaluated by __, resulting in a Certification as appropriate.	1) MNIU	
		2) NMIU	
		3) Zed core team	



		4) External certification bodies	
14	The site assessment report focuses on:	1) Identifying opportunities for improvement 2) Recommending specific solutions 3) Outlining the approach of site assessment 4) Neither of the above	
15	The ownership of the Site Assessment report will be maintained by:	1) The applicant MSME 2) Rating agency 3) Mckinsey 4) Neither of the above	
16	Should an assessor develop a good understanding of the company & process to be accurate in assessing	1) No need, basic awareness will do 2) Should have good understanding of the parameters 3) Just asking and verifying the evidence will be enough 4) Auditing for compliance will be enough	
17	While in the company during an assessment if an assessor sees the company working without many orders being given	1) This should tell him that the process are mature 2) It just says that they are not working only moving around 3) During a visit usually, the companies put up a good show 4) None of the above	
18	If a process capability value is greater than 4, what should an assessor do	1) Ask them to show the calculation 2) Give them a high rating 3) Consider them for world class 4) Consider it as a good evidence	
19	To understand a trend of performance, minimum how many years of data is required	1) 2 2) 3 3) 4 4) 5	



20	What can give an assessor a better picture of maturity	1) If he is able to develop links between parameters	
		2) It doesn't matter because the final level will only be weighted average	
		3) The parameters aren't related so he can't develop links	
		4) None of the above	

*(For office use only)*

SCORE OBTAINED

Signature of participant:

Total Score:

\_\_\_ / 60

Signature of Examiner:

Date: