Lesson 4-1 Practice Quiz

®γσ, Eng Lian Hu

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# Lesson 4-1 Practice Quiz

*5/5 points earned (100%)*

**Excellent!**

*Correct 1/1 points*

1. A comprehensive approach to quality management includes considering quality from the perspective of the next activity within the production process.

* A. True

Correct Response   
A comprehensive approach to quality management (as also advocated by Joseph Juran) includes focusing on satisfying needs of internal customers and aiming to deliver defect free output to such customers. Thus, quality for the next activity within the production process is an integral part of comprehensive quality management.

* B. False

*Correct 1/1 points*

1. The quality improvement trilogy advocated by Joseph Juran consists of review, rework, and reengineering.

* A. True
* **B. False**
* Correct Response   
  Juran's trilogy for proactive quality improvement consists of quality planning, quality control, and quality improvement. The three areas suggest (1) focusing on requirements of products based on customer needs, (2) production under stable conditions, and (3) improving processes.

*Correct 1/1 points*

1. Studies have shown that quality is positively related to market share and profitability.

* **A. True**
* Correct Response   
  Quality is positively related to sales and market share through higher perception of value for customers resulting from better quality of design. Quality is positively related to profitability through better conformance quality leading to lower costs of production.
* B. False

*Correct 1/1 points*

1. Quality management techniques and practices first developed in the manufacturing sector.

* **A. True**
* Correct Response   
  Most of the techniques used in quality improvement projects and practices used in quality improvement programs were established in manufacturing contexts. Today, these techniques and practices are being used in all types of work processes in manufacturing and service contexts.
* B. False

*Correct 1/1 points*

1. Each organization-wide quality management program concentrates on a single prescribed element such as teamwork or systems thinking.

* A. True
* B. False
* Correct Response   
  Each of the different quality management programs focuses not just on a single element but on several common elements that include teamwork and systems thinking. Some other common elements of quality management programs are goal setting, continuous improvement and learning, employee empowerment, committed leadership, and supplier involvement.