

TQM BIT BANK

1-Malcolm Baldrige national quality award is for (MBNQA)

a) Total Quality Management (b) International Standard Organization(c) Total Productive Maintenance

(d) Total Quality Control

(Ans:a)

2-The process mapping is a _____ diagram.

a) Data flow

(b) work flow

(c) circular

(d) audit

(Ans:b)

3-Control chart is a

a) Process monitoring tool b) Process control tool c) Both (a) and (b) d) None of the above

(Ans:c)

4-The objective of ISO-9000 family of Quality management is

a) Customer satisfaction b) Employee satisfaction c) Skill enhancement d) Environmental issues

(Ans:a)

5-Total Quality Management (TQM) focuses on

a) Employee

b) Customer

c) Both (a) and (b)

d) None of the above

(Ans:c)

6-Which of the following is responsible for quality objectives?

a) Top level management b) Middle level management c) Front line management d)All of the above

(Ans:a)

7-The following is (are) the machine down time.

a) Waste

b) No material

c) Breakdown

d) All of the above

(Ans:d)

8-TQM & ISO both focuses on

a) Customer

b) Employee

c) Supplier

d) All of the above

(Ans:a)

9-P-D-C-A stands for

- a) Plan-Do-check-Act b) Plan-Do-correct-Act c) Proceed-Do-check-Act d) Proceed-Do-correct-Act

(Ans:a)

10 -What is ISO?

- a) Indian organization for standard b) Internal organization for standard c) International organization for standard d) None of the above

(Ans:c)

11 -EMS stands for

- a) Environmental management system b) Employees management system c) Engineering management system d) Equipment management system

(Ans:a)

12 - Control chart is

- a) Process monitoring tool b) Process control tool c) Process planning tool d) None of the above

(Ans:b)

13 -The main business process objective(s) are

- a) Customer service b) Profit & loss c) Employee satisfaction d) none of the above

(Ans:b)

14-Common elements of winners are

- a) Senior management was actively involved b) Control of overall process c) Focus on customer d) None of the above

(Ans:c)

15-TQM focuses on

- a) Supplier b) Employee c) Customer d) None of the above

(Ans:b,c)

16-The customer requirement to be reviewed

- a) Before supply of product b) After supply of product c) Before commitment of supply of product d) None of the above

(Ans:a,c)

17-Type of waste are

- a) Waiting time b) Transport c) Processing waste

(Ans: a,b,c)

18-Does TQM approach have relevance to Indian industry in context to

a) Customer satisfaction b) People involvement c) Policy management

(Ans: a,b)

19 -By applying basic principle the process improvement will be in organization's
Focus on work process Maintain self esteem of other Tone initiative

(Ans:a, b)

20-Reliability of product means

a) Consistency of performance b) Performance over period c) Free of technical errors

(Ans: a,d,c)

Fill in the blanks

21- While setting Goal, following things to be consider. **Marketability of product**

b) Marketability of product c) Organization need

(Ans:b,c)

22-PP & PPK is calculated for **Initial production run**

a) Initial production run c) Initial process setting

(Ans: a,c)

1) - While setting Goal, following things to be consider.**Marketability of product**

2) -PP & PPK is calculated for **Initial production run**

3) _____ - How many ways are there to communicate **3**

4) _____ - What is Verbal Communication **When someone is talking and someone else is listening**

5) - What is communication without words **Non-verbal communication**

6) -When speaking on the phone, what type of communication is being used **verbal and tone of voice**

7) _____ - quality means **fitness for use**

8) -If TQM done properly **it brings organizational changes**

- 9) -Current quality concept is continual improvement
- 10) -While setting quality objectives customer needs to be considered

Fill the Blanks

- 1) Management is the responsible for quality objectives
- 2) According to Deming quality problems are due to management
- 3) ____ Does TQM approach have relevance to India industry in context to customer satisfaction
- 4) ____ TQM Promotes team work
- 5) ____ In quality Circle which problems are solved work related
- 6) ____ TQM Emphasizes on small improvement
- 7) Working together for excellence is team work
- 8) TQM helps in reducing cost reducing internal failures
- 9) How can people use verbal communication Verbal communication can happen face to face, telephone, skype
- 10) ____ Using your whole body to communicate is called what Body language

