TQM BIT BANK

1-Malcolm Baldrige national quality award is for (MBNQA)	
a) Total Quality Management (b) International Standard Organization(c) Total Produ Maintenance	ctive
(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 isa) Customer satisfaction b) Employee satisfaction c) Skill enhancement d) Environment issues	ronmental (Ans:a)
5-Total Quality Management (TQM) focuses on a) Employee b) Customer c) Both (a) and (b) d) None of the abo	ve (Ans:c)
6-Which of the following is responsible for quality objectives? a) Top level management b) Middle level management c) Front line management above	
7-The following is (are) the machine down time. a) Waste b) No material c) Breakdown d) All of the above 8-TQM & ISO both focuses on	(Ans:a) (Ans:d)
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-TOM 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 a) Customer satisfaction b) People involvement c) Policy ma	nagement
	(Ans: a,b)
19 -By applying basic principle the process improvement will Focus on work process Maintain self esteem of other Tone	e initiative
20-Reliability of product means	(Ans:a, b)
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. Man	rketability of product
b) Marketability of product c) Organization need	(Ans:b,c)
22-PP & PPK is calculated for Initial production run	(Alis.b,c)
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	
<u>3)</u> - How many ways are there to communicate <u>3</u>	
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 encolving on the phone, what type of commun	ication is being used workel and
6) -When speaking on the phone, what type of commun	ication is being used <u>verbal and</u>
tone of voice	
<u>7)</u> - quality means <u>fitness for use</u>	
8) -If TQM done properly it brings organizational cha	nges

9)	-Current quality concept is continual improvement
10)	-While setting quality objectives <u>customer needs</u> to be considered
Fill the	e Blanks
1)	<u>Management</u> is the responsible for quality objectives
2)	According to Deming quality problems are <u>due to management</u>
3)	_Does TQM approach have relevance to India industry in context to <u>customer</u>
<u>satisfa</u>	<u>ction</u>
4)	TQM Promotes <u>team work</u>
5)	In quality Circle which problems are solved work related
<u>6)</u>	_TQM Emphasizes on <u>small improvement</u>
7)	Working together for excellence is <u>team work</u>
8)	TQM helps in reducing cost reducing <u>internal failures</u>
9)	How can people use verbal communication Verbal communication can happen face to
face, te	elephone, skype
<u>10)</u>	Using your whole body to communicate is called what Body language