

INSTITUTE OF FUNDAMENTALS IN QUALITY

Sample Quiz for Practice

- 1) Which of the following is not an example of poor quality?
 - Product is delivered late
 - Product is delivered with poor instructions or directions for use
 - Product breakdowns unexpectedly
 - Price of the product is higher than any other similar product
- 2) What is the objective of quality control?
 - To ensure each finished product meets the standard set by the business for a quality product
 - To reduce the need for investment in R & D
 - To compare the product of the business against competitors
 - To replace products returned by unhappy customers
- 3) The process by which new products are developed which meet customer needs & wants, and where existing products are improved following customer feedback, is known as:-
 - Kaizen
 - Research & Development
 - Marketing Planning
 - Total Quality Management
- 4) One of the advantages of team work is:-
 - It breaks down barriers between internal customers and suppliers
 - It results in promotion
 - It results in salary increment
 - None of the given options
- 5) What is Quality?
 - Meeting and exceeding the customer's expectations
 - Adding extras to make the customer happy
 - The degree to which the project meets requirements
 - Conformance to management's objectives
- 6) Which of the following is TRUE for higher costs of quality?
 - Doing the wrong thing in the wrong way
 - Doing the wrong thing in the right way
 - Doing the right thing in the wrong way
 - Doing the right thing in the right way
- 7) The means for staff to perform their tasks right the first time is a benefit of implementing the quality management system.
 - True OR False
- 8) What is quality for any organization?
 - Solution
 - Problem
 - Specification
 - Project

- 9) What is the traditional view of quality?
Quality is measured by establishing an acceptable level of conformance
Quality is measured by establishing an acceptable level of employee satisfaction
Quality is measured by establishing an acceptable level of nonconformance
Quality is measured by establishing an acceptable level of both conformance & nonconformance.
- 10) Which of the following is required to ensure quality?
Absence of wastage
Absence of defects
Absence of variations
Absence of specifications
- 11) Brainstorming refers to which of the following?
Mess finding
Fact finding
Problem finding
Idea finding
- 12) ISO 9000 Certification:-
Aims to promote top management's commitment to TQM
Certifies products and their manufacturing processes
Does not apply to service industries
Is seen as a customer requirement
- 13) _____ is the judge of quality
Customer, Supplier, Producer, None of these options.
- 14) Deming cycle was developed to link the production of a product with consumer needs.
True OR False
- 15) What is the only tool of the seven tools that is not based on statistics?
Pareto Chart, Fishbone diagram, Scatter diagram, Histogram
- 16) Which of the following statements is not true about Total Quality Management (TQM)?
TQM is focused on improving product & customer service quality
TQM is expensive to initiate
TQM requires top management support
TQM requires ISO 9000 certification
- 17) Which of the following may be a dimension of Quality?
Performance, Conformance, Reliability, Durability