

Exam

Name _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) _____ is a procedure that defines and ensures maintenance of standards within prescribed tolerances for a product or service.
 - A) Quality assurance
 - B) Total quality management
 - C) Quality improvement process
 - D) Continuous quality improvement
- 2) The group that serves as an accreditation agency that reviews voluntary programs of quality improvements in patient care in hospitals is:
 - A) Academy of Nutrition and Dietetics.
 - B) Occupational Safety and Health Association.
 - C) Equal Opportunity Employment Commission.
 - D) The Joint Commission.
- 3) The Malcom Baldrige Award is given to recognize:
 - A) efficiency in production.
 - B) organizational financial success.
 - C) use of the foodservice systems model.
 - D) quality achievement.
- 4) According to the American Society for Quality, which of the following is NOT a characteristic of quality?
 - A) Quality reduces costs.
 - B) Quality is a program.
 - C) Quality is aimed at performance excellence.
 - D) Quality is defined by the customer.
- 5) The radical redesign of business processes for dramatic improvement is termed _____.
 - A) reengineering
 - B) right sizing
 - C) benchmarking
 - D) six sigma
- 6) W. Deming is most known for his work in which country?
 - A) Canada
 - B) France
 - C) United States
 - D) Japan
- 7) _____ is defined as the degree to which managers allow employees to act independently within their job description.
 - A) Benchmarking
 - B) Empowerment
 - C) Reengineering
 - D) Quality management
- 8) A model for coordinating process improvement efforts is a _____.
 - A) cause and effect diagram
 - B) plan-do-check-act cycle

- C) control chart
 - D) pareto analysis
- 9) A process improvement tool that provides a graphical record of process improvement efforts over a period of time is termed a _____.
A) pareto analysis
B) plan-do-check-act cycle
C) control chart
D) fishbone diagram
- 10) _____ often is referred to as the 80-20 rule because 80% of a given outcome typically results from 20% of an input.
A) Ishikawa charting
B) Pareto analysis
C) Rightsizing
D) Benchmarking
- 11) A data driven technique for eliminating defects in a process is referred to as _____.
A) reengineering
B) benchmarking
C) six sigma
D) quality assurance
- 12) What is the only hotel company to win the Baldrige Award on two occasions?
A) Radisson
B) Hilton
C) Ritz Carlton
D) Hyatt
- 13) Process improvement programs are part of _____ in the foodservice systems model.
A) input
B) control
C) transformation
D) output
- 14) The 14-point system to help companies improve their quality was created by _____.
A) Juran
B) Hammer
C) Shewhart
D) Deming
- 15) The process that includes the concept of providing a product or service only when a customer wants it is termed _____.
A) Six Sigma
B) Lean
C) Downsizing
D) Benchmarking

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 16) The key to a successful quality assurance program is continuous monitoring and evaluation.
- 17) Quality should be defined by the manager, not the customer.

- 18) Quality assurance is a procedure that ensures maintenance of standards.
- 19) Suppliers of food products are termed "external customers" of the foodservice operation.
- 20) An Ishikawa or fishbone diagram provides a way to illustrate factors that may influence or cause a given outcome.
- 21) ISO 9001 standards are U.S.-based standards for quality performance.
- 22) Common to the ISO 9001 standards, the Malcolm Baldrige Award, and the Joint Commission standards is the inclusion of leadership as a criteria for quality.
- 23) Common to most total quality management definitions is a focus on empowerment of employees.
- 24) The Keys to Excellence is a quality improvement program for hospital foodservice operations.
- 25) A FOCUS-PDCA is a way to coordinate process improvement projects.
- 26) A value stream map is commonly used in benchmarking one operation with another.

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

- 27) The initials "TQM" stand for _____.
- 28) The Greek letter for a statistical unit of measurement used to define standard deviation is _____.
- 29) _____ is the process of comparing your operation's performance against those considered to be front-runners in the industry.

- 1) A
- 2) D
- 3) D
- 4) B
- 5) A
- 6) D
- 7) B
- 8) B
- 9) C
- 10) B
- 11) C
- 12) C
- 13) B
- 14) D
- 15) B
- 16) TRUE
- 17) FALSE
- 18) TRUE
- 19) FALSE
- 20) TRUE
- 21) FALSE
- 22) TRUE
- 23) TRUE
- 24) FALSE
- 25) TRUE
- 26) FALSE
- 27) Total Quality Management
- 28) Sigma
- 29) Benchmarking