

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