

Chapter 1

1. In the definition  $Q=P/E$  the P stands for:
  - a. probability
  - b. percent non-conforming
  - c. time period
  - d. performance
2. Which of the following is not a dimension of Q:
  - a. reliability
  - b. performance
  - c. control
  - d. response
3. The area responsible for external customer requirements is:
  - a. marketing
  - b. sales
  - c. procurement
  - d. product service
4. The area responsible for developing processes and procedures is:
  - a. design engineering
  - b. production
  - c. test and inspection
  - d. none of the above
5. The area that does not have direct responsibility for quality is:
  - a. service
  - b. marketing
  - c. packaging and storage
  - d. quality assurance
6. An effective CEO will utilize:
  - a. MBWA
  - b. quarterly employee meetings
  - c. performance measures
  - d. all of the above
7. Which of the following are quality control needs serviced by the computer?
  - a. data collection
  - b. process control
  - c. statistical analysis
  - d. all of the above
8. Automated process control requires
  - a. feedback

- b. cost of poor quality
- c. CAPP
- d. all of the above

## Chapter 2

1. The art of managing the whole to achieve excellence is a definition of
  - a. leadership
  - b. quality
  - c. continuous improving organization
  - d. TQM
  - e. none of the above
2. In the past, decisions were made for the:
  - a. short term
  - b. long term
  - c. managers
  - d. none of the above
3. Leaders emphasize:
  - a. empowerment
  - b. improvement
  - c. customer satisfaction
  - d. all of the above
4. The driver for the TQM engine is the:
  - a. core values
  - b. strategic planning
  - c. VP for Quality
  - d. quality council
5. Which of the following is not a core value?
  - a. agility
  - b. management for innovation
  - c. supplier partnership
  - d. customer driven
6. Which of the following are three of the steps in strategic planning?
  - a. predict the future, authorization, gap analysis
  - b. customer needs, alignment, implementation
  - c. customer position, closing the gap, action plan
  - d. implementation, assignments, alignment
7. The highest priority of each individual or group of individuals is:
  - a. What are my customer needs?
  - b. What corrective action is needed?
  - c. How do I satisfy my customers?
  - d. Who are my customers?
8. One of the purposes of customer feedback is to
  - a. determine corrective action required

- b. compare performance with the competition
  - c. determine quality assurance involvement
  - d. all of the above.
9. Which of the following is a method of customer feed back?
- a. questionnaire
  - b. focus group
  - c. customer complaints
  - d. all of the above
10. One of the most effective techniques for quality improvement is:
- a. a focus group
  - b. a project team
  - c. a questionnaire
  - d. none of the above
11. Projects for process improvement are determined by:
- a. the quality council
  - b. the customer
  - c. vice-president of marketing
  - d. none of the above
12. Ad hoc teams:
- a. are dissolved after completion of the project
  - b. are assigned a particular project
  - c. are composed of knowledgeable people
  - d. all of the above
13. One of the prerequisites for effective team solutions is:
- a. education and training
  - b. CEO participation
  - c. compatible members
  - d. all of the above
14. All processes require:
- a. an owner
  - b. many participants
  - c. CEO input
  - d. a and c
15. The fourth step of the problem solving process is to implement changes. The fifth step is:
- a. develop the optimal solutions
  - b. standardize the solutions
  - c. study the results
  - d. none of the above

16. The phase of the problem solving process that requires brainstorming and creativity is:
- implement changes
  - study the results
  - analyze the current process
  - none of the above
17. Supplier selection and evaluation is determined by:
- selection criteria
  - certification
  - ratings
  - all of the above
18. Which of the following is an effective performance measure for the entire organization?
- cost of poor quality
  - control charts
  - process capability
  - a and b
19. Two of the costs of poor quality categories are:
- prevention and production
  - design and production
  - appraisal and prevention
  - external failure and waste
20. The internal failure cost category includes:
- repair, scrap, rework
  - complaint investigation, lost sales, retrofit
  - poor design, purchasing errors
  - a and c
21. An analysis technique is:
- trend diagrams
  - Pareto diagram
  - process improvement
  - a and b
22. Finding the root cause of the problem is part of the quality improvement strategy
- reducing failure costs
  - prevention of costs
  - reducing appraisal costs
  - a and c
23. The Malcolm Baldrige National Quality Award has seven categories with 1000 points. The category with the greatest number of points is:
- customer and market focus
  - leadership

- c. business results
- d. process management

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