

MULTIPLE-CHOICE TEST QUESTIONS

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. A set of interrelated activities with specific inputs and outputs is called:
 - a. quality control
 - b. improvement
 - c. assurance
 - * d. none of the above
5. The quality improvement tool defined by best practices is:
 - a. quality function depolyment
 - * b. benchmarking
 - c. quality by design
 - d. ISO 14000
6. Which of the following is not a clause of ISO 9000:
 - a. continual improvement
 - b. management responsibility
 - c. resource management
 - * d. performance measures
7. Which of the following are quality improvement tools that require a computer?
 - a. FMEA
 - b. products liability
 - c. TPM
 - * d. information technology
8. Optimizing equipment utilization by the entire work force to called:
 - * a. TPM
 - b. quality by design
 - c. FMEA
 - d. QFD

Chapter 2

1. Lean concepts were first practiced at:
 - a. Toyota
 - b. Rolls Royce
 - *c. Ford Motor Co.
 - d. none of the above
2. Which of the following are not a basic concept of lean:
 - *a. Six sigma
 - b. value stream
 - c. Kaizen
 - d. non-value added
3. Unevenness or variation in quality, cost, or delivery is:
 - a. due to cycle time
 - b. due to scheduling
 - c. a non-value activity
 - * d. a type of waste
4. Two of the seven categories of waste are:
 - a. transportation and time
 - b. defects and reliability
 - c. inventory and cost
 - * d. waiting and motion
5. Which of the following is not one of the 5 S's
 - a. sort
 - b. shine
 - * c. safety
 - d. sustain
6. Dividing all items into three categories is an example of:
 - a. straighten
 - b. shine
 - *c. sort
 - d. none of the above
7. One piece flow facilitates the concept of:
 - a. the 5 S's.
 - b. visual management.
 - c. Kaizen.
 - * d. JIT.
8. One piece flow:
 - a. reduces the time between the order and the delivery.
 - b. reduces the space to store and move batches.
 - c. reveals non-value activities.
 - * d. all of the above.
9. Takt time is:
 - a. Japanese for one piece flow.
 - b. a metric for one minute set-up.
 - *c. rate of customer demand
 - d. none of the above

10. A highly focused team activity in 3-5 days to improve a process is called:
- a. a focus group.
 - * b. a Kaizen blitz.
 - c. a questionnaire
 - d. all of the above
11. Continuous improvement of a process in small increments by a work group is called:
- * a. Kaizen
 - b. green belt activity
 - c. work place organization
 - d. all of the above
12. The perfect value stream is one where all operations are:
- a. capable of meeting the quality requirements of the customer.
 - b. available with no unplanned downtime.
 - c. able to meet customer demand.
 - * d. all of the above
13. A graphical description of the value stream is called a:

- * a. VSM.
- b. stream map

14. A few of the benefits of lean enterprise are:

- a. improved quality and total costs.
- b. reduced waste and lead time

- c. value chart.
- d. none of the above

- c. none of the above
- * d. a and b