

National Testing Agency

Question Paper Name: Continuous Quality Improvement Tools and Techniques 10th November 2019 Shift 2
Subject Name: Continuous Quality Improvement Tools and Techniques
Creation Date: 2019-11-10 18:06:52
Duration: 180
Total Marks: 75
Display Marks: Yes

Continuous Quality Improvement Tools and Techniques

Group Number : 1
Group Id : 709597109
Group Maximum Duration : 0
Group Minimum Duration : 120
Revisit allowed for view? : No
Revisit allowed for edit? : No
Break time: 0
Group Marks: 75

Continuous Quality Improvement Tools and Techniques

Section Id : 709597110
Section Number : 1
Section type : Online
Mandatory or Optional: Mandatory
Number of Questions: 75
Number of Questions to be attempted: 75
Section Marks: 75
Display Number Panel: Yes
Group All Questions: No

Sub-Section Number: 1
Sub-Section Id: 709597119
Question Shuffling Allowed : Yes

Question Number : 1 Question Id : 70959710767 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who said "Quality is Conformance to Requirement and can only be measured by the Cost of Non-conformance"?

- a) Philip B. Crosby.
- b) Joseph M. Juran
- c) Kouru Ishikawa
- d) Walter Shewhart

Question Number : 2 Question Id : 70959710768 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who said "Quality is defined as 'Fitness for Use'."?

- a) Joseph M. Juran
- b) Philip B. Crosby
- c) Kouru Ishikawa
- d) Walter Shewhart

Question Number : 3 Question Id : 70959710769 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who is known as a father of modern-day statistical quality control?

- a) Shewhart
- b) Deming
- c) Juran
- d) Crosby

Question Number : 4 Question Id : 70959710770 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

When did Quality movement in Japan begin?

- a) 1956
- b) 1977
- c) 1946
- d) 1947

Question Number : 5 Question Id : 70959710771 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who said "Quality consists of the capacity to satisfy wants" ?

- a) Joseph M Juran
- b) Edwards Deming
- c) Kouru Ishikawa
- d) Walter Shewhart

Question Number : 6 Question Id : 70959710772 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is a graphical re presentation of Cause Effect analysis?

- a) Pareto diagram
- b) Fishbone or Ishikawa Diagram
- c) Scatter Diagram
- d) Run Chart

Question Number : 7 Question Id : 70959710773 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is responsible for quality objective ?

- a) Top level management
- b) Middle level management
- c) Frontline Management
- d) All of the above

Question Number : 8 Question Id : 70959710774 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Juran's Trilogy summarizes the three primary managerial functions: Quality Planning, Quality Control & Quality Improvement.

- a) False
- b) True

Question Number : 9 Question Id : 70959710775 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Pareto Principle was given by-

- a) Philip B. Crosby
- b) Joseph M. Juran
- c) Kouru Ishikawa
- d) Walter Shewhart

Question Number : 10 Question Id : 70959710776 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Quality Guru who is known for the "Quality Trilogy"

- a) Kouru Ishikawa
- b) Philip B. Crosby
- c) Walter Shewhart
- d) Joseph M. Juran

Question Number : 11 Question Id : 70959710777 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What are methods of data collection method?

- a) Observation
- b) One- on- one interviews
- c) Document Review
- d) All of the above

Question Number : 12 Question Id : 70959710778 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The total number of points in Dr W. Edwards Deming's points are _____.

- a) 8
- b) 10
- c) 15
- d) 14

Question Number : 13 Question Id : 70959710779 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who developed the fishbone diagram?

- a) Kaoru Ishikawa
- b) Walter Shewhart
- c) Joseph M. Juran
- d) W. Edwards Deming

Question Number : 14 Question Id : 70959710780 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The book "Quality is free" is written by _____

- a) F.W Taylor
- b) Joseph M. Juran
- c) Phillip Crosby
- d) Walter Shewhart

Question Number : 15 Question Id : 70959710781 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What is the use of Ishikawa's diagram?

- a) Identify vital few
- b) To find the relationship between variables
- c) To check whether the process is in control
- d) To identify causes of a problem

Question Number : 16 Question Id : 70959710782 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Improving quality through small, incremental improvements is a characteristic of what type of quality management system?

- a) Just in time
- b) Six Sigma
- c) Total Quality Management
- d) Kaizen

Question Number : 17 Question Id : 70959710783 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is the final step in the Quality Trilogy?

- a) Quality Control
- b) Quality planning
- c) Quality documentation
- d) Quality Improvement

Question Number : 18 Question Id : 70959710784 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What does PDCA stand for?

- a) Plan-Do-check-Act
- b) Plan-Do-correct-Act
- c) Proceed-Do-check-Act
- d) Proceed-Do-correct-Act

Question Number : 19 Question Id : 70959710785 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which stage in the Shewhart cycle implements the change on a small scale?

- a) Act stage
- b) Do stage
- c) Plan stage
- d) Check stage

Question Number : 20 Question Id : 70959710786 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who is known as father of modern- day statistical quality control ?

- a) Shewhart
- b) Deming
- c) Juran
- d) Crosby

Question Number : 21 Question Id : 70959710787 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who emphasized on the "Seven Quality Tools" ?

- a) Joseph M. Juran
- b) Philip B. Crosby
- c) Kouru Ishikawa
- d) Walter Shewhart

Question Number : 22 Question Id : 70959710788 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which stage in the Shewhart Cycle implements the change on a small scale?

- a) Do Stage
- b) Act Stage
- c) Plan Stage
- d) Check Stage

Question Number : 23 Question Id : 70959710789 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who introduced Pareto Chart?

- a) Dieter Zetsche
- b) Kaoru Ishikawa
- c) Vilfredo. P
- d) W. Edward Deming

Question Number : 24 Question Id : 70959710790 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which one of the following is not one of the originators of the Continuous Improvement approach known as Total Quality Management?

- a) W. Edward Deming
- b) Kaoru Ishikawa
- c) Dieter Zetsche
- d) Joseph Duran

Question Number : 25 Question Id : 70959710791 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A Pareto diagram can be best described as:

- a) Cause and Effect Diagram
- b) Scatter Chart
- c) Control Chart
- d) Histogram

Question Number : 26 Question Id : 70959710792 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who should work on a root cause analysis?

- a) Only area supervisor(s)
- b) Only the supervisor and the Quality Manager
- c) The people who are closes to the work on a daily basis
- d) Only the person who identified a non-conform.

Question Number : 27 Question Id : 70959710793 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

When performing a root cause investigation, which of the following should you work hard to avoid?

- a) Determining what process was not adequate and why?
- b) Assigning the personal blame
- c) Assuming the first reason that comes to mind is the ultimate root cause
- d) B and C

Question Number : 28 Question Id : 70959710794 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The goal of root cause analysis is to prevent recurrence of a non-conformance.

- a) True
- b) False

Question Number : 29 Question Id : 70959710795 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Preventive actions do not require monitoring for effectiveness.

- a) True
- b) False

Question Number : 30 Question Id : 70959710796 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

When is root cause analysis required?

- a) To address non-conformance identified through audits
- b) When a customer is dissatisfied
- c) For failing proficiency test reports
- d) A and C

Question Number : 31 Question Id : 70959710797 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Cost of quality is;

- a) Prevention costs
- b) Failure costs
- c) Appraisal costs
- d) All of the above

Question Number : 32 Question Id : 70959710798 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Most imprecise definition for quality is-

- a) Fitness for use
- b) Meeting customer expectation
- c) Completeness of requirements
- d) Efficient and effective product

Question Number : 33 Question Id : 70959710799 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A _____ is a histogram or bar chart combined with a line graph that groups the frequency or cost of different problems to show their relative significance.

- a) Pareto chart
- b) Fishbone diagram
- c) Scatter plot
- d) Failure mode and effects analysis (FMEA)

Question Number : 34 Question Id : 70959710800 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A _____ sorts possible causes into various categories that branch off from the original problem. Also called a cause-and-effect or Ishikawa diagram.

- a) Scatter Plot Diagram
- b) Pareto Chart
- c) Fishbone Diagram
- d) Failure mode and effects analysis (FMEA)

Question Number : 35 Question Id : 70959710801 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Root Cause Analysis relates to:

- a) Process Analysis
- b) Quality Audits
- c) Quality Control Measurements
- d) Performance Measurements

Question Number : 36 Question Id : 70959710802 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

FMEA is

- a) Proactive
- b) Reactive
- c) Concurrent
- d) Correlational

Question Number : 37 Question Id : 70959710803 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

FMEA is used to identify potential failure modes and...

- a) Only identify actions to mitigate the failures
- b) None of the alternatives
- c) Only determine their effect on the operation of the product
- d) Determine their effect on the operation of the product and identify actions to mitigate the failures

Question Number : 38 Question Id : 70959710804 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What are the three attributes of a failure that the FMEA scores?

- a) Scope, schedule, budget
- b) Severity, occurrence, detection
- c) What, when, who
- d) All the above

Question Number : 39 Question Id : 70959710805 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Failure mode and effect analysis (FMEA) provide a checklist procedure. Which of the following questions is NOT likely to feature on the checklist?

- a) What would be the consequences of the failure be?
- b) What would be the cost of avoiding failure be?
- c) How likely is such a failure to be detected before it affects the customer?
- d) What is the likelihood that the failure may occur?

Question Number : 40 Question Id : 70959710806 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

When FMEA should be applied?

- a) Early in the development cycle
- b) After the development cycle
- c) After the product has launched
- d) After customer feedback

Question Number : 41 Question Id : 70959710807 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is a graphical representation of Cause Effect analysis?

- a) Pareto Diagram.
- b) Fishbone or Ishikawa Diagram
- c) Scatter Diagram.
- d) Run Chart

Question Number : 42 Question Id : 70959710808 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which analysis tool provides insight into the likely causes of observed customer complaints?

- a) Failure Mode Effects Analysis
- b) Quality Function Deployment
- c) Process Capability Study
- d) Root cause Analysis

Question Number : 43 Question Id : 70959710809 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What is RPN?

- a) Rajasthan port notation
- b) Rashtriya pradhanmantri nigram
- c) Risk Priority number
- d) Registered project number

Question Number : 44 Question Id : 70959710810 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

According to Deming, Quality problems are

- a) Due to Management
- b) Due to Method
- c) Due to Machine
- d) Due to Material

Question Number : 45 Question Id : 70959710811 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What the types of FMEA?

- a) System Failure Mode and Effects Analysis (SFMEA) and Design Failure Mode and Effects Analysis (DFMEA)
- b) Process Failure Mode and Effects Analysis (PFMEA) and System Failure Mode and Effects Analysis (SFMEA)
- c) Design Failure Mode and Effects Analysis (DFMEA) and Process Failure Mode and Effects Analysis (PFMEA) and System Failure Mode and Effects Analysis (SFMEA)
- d) None of the above

Question Number : 46 Question Id : 70959710812 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Six Sigma can best be defined as-

- a) A management methodology that uses only statistical tools to improve the customer experience.
- b) A customer-focused problem-solving methodology that uses powerful statistical tools to reduce variation and improve processes.
- c) A management methodology that is primarily focused on achieving financial results.
- d) A customer-focused problem-solving methodology used exclusively within the manufacturing sector.

Question Number : 47 Question Id : 70959710813 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In DMAIC, the letter "I" stands for?

- a) Inputs
- b) Identify
- c) Improve
- d) Implement

Question Number : 48 Question Id : 70959710814 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Measure, improve, Analyse and control are the four logical filters.

- a) True
- b) False

Question Number : 49 Question Id : 70959710815 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of these companies developed Six Sigma?

- a) Motorola
- b) General Electric
- c) Six Sigma Inc.
- d) Honeywell

Question Number : 50 Question Id : 70959710816 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who introduced Six Sigma?

- a) FRANCIS GALTON
- b) WALTER A. SHEWHART
- c) KAORU ISHIKAWA
- d) BILL SMITH

Question Number : 51 Question Id : 70959710817 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who created Just in Time Concept, Waste Reduction Concept and Pull System Concept?

- a) James Womack
- b) T. Ford
- c) Alfred . P. Sloan
- d) Taichii Ono and Shingeo Shingo

Question Number : 52 Question Id : 70959710818 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

How many categories of waste are there?

- a) 5
- b) 6
- c) 7
- d) 8

Question Number : 53 Question Id : 70959710819 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

It is advisable to initiate the Sort and Set-In-Order phases at the same time.

- a) False
- b) True

Question Number : 54 Question Id : 70959710820 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The goal of lean manufacturing is to increase profit by reducing:

- a) Waste
- b) Customers
- c) Employees
- d) The number of products sold

Question Number : 55 Question Id : 70959710821 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who developed the seven wastes (MUDA), which are used in lean to describe nonvalue-added activity?

- a) Shigeo Shingo
- b) Taiichi Ohno
- c) Philip B. Crosby
- d) Armand V. Feigenbaum

Question Number : 56 Question Id : 70959710822 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who popularized “zero defects” to define the goal of a quality program as the elimination of all defects and not the reduction of defects to an acceptable quality level?

- a) Shigeo Shingo
- b) Taiichi Ohno
- c) Armand V. Feigenbaum
- d) Philip B. Crosby

Question Number : 57 Question Id : 70959710823 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who worked with Taiichi Ohno to refine Just In-Time (JIT)?

- a) Walter Shewhart
- b) Shigeo Shingo
- c) Philip B. Crosby
- d) Armand V. Feigenbaum

Question Number : 58 Question Id : 70959710824 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

TPS stands for:

- a) Toyota Production System
- b) Total Production System
- c) Total Productive Solution
- d) Tata Production System

Question Number : 59 Question Id : 70959710825 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who develop the Single Minute Exchange of Die (SMED)?

- a) Taiichi Ohno
- b) Philip B. Crosby
- c) Armand V. Feigenbaum
- d) Shigeo Shingo

Question Number : 60 Question Id : 70959710826 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Who developed the idea of total quality control based on three steps to quality consisting of quality leadership, modern quality technology, and an organizational commitment to quality?

- a) Armand V. Feigenbaum
- b) Shigeo Shingo
- c) Taiichi Ohno
- d) Philip B. Crosby

Question Number : 61 Question Id : 70959710827 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ is best known for his advocacy of 'ZERO DEFECTS MANAGEMENT & PREVENTION'.

- a) Joseph M. Juran
- b) Philip B. Crosby
- c) Kouru Ishikawa
- d) W. Edwards Deming

Question Number : 62 Question Id : 70959710828 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which name is associated with the phrase, "quality is free"?

- a) Edward Deming
- b) Philip B. Crosby
- c) Baldrige
- d) Ishikawa

Question Number : 63 Question Id : 70959710829 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Quality Guru who is known for the Four Absolutes.

- a) Philip B. Crosby
- b) W. Edwards Deming
- c) Kouru Ishikawa
- d) Walter Shewhart

Question Number : 64 Question Id : 70959710830 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Quality Guru who is known for the Three Basic Steps to Progress.

- a) Joseph M. Juran
- b) Philip B. Crosby
- c) W. Edwards Deming
- d) Kouru Ishikawa

Question Number : 65 Question Id : 70959710831 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Juran's Trilogy summarizes the three primary managerial functions: Quality Planning, Quality Control & Quality Improvement .

- a) TRUE
- b) FALSE

Question Number : 66 Question Id : 70959710832 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Quality Improvement phase which deals with continuous improvement of the product and process, is also called the Quality Breakthrough Sequence.

- a) TRUE
- b) FALSE

Question Number : 67 Question Id : 70959710833 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Quality Guru who is known for the 7 Deadly diseases.

- a) W. Edwards Deming
- b) Philip B. Crosby
- c) Kouru Ishikawa
- d) Walter Shewhart

Question Number : 68 Question Id : 70959710834 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Quality Control takes over after the planning phase.

- a) TRUE
- b) FALSE

Question Number : 69 Question Id : 70959710835 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

P-charts are based on the-

- a) Normal distribution
- b) Poisson distribution
- c) Binomial distribution
- d) Negative exponential distribution

Question Number : 70 Question Id : 70959710836 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The quantity sigma (σ) indicates

- a) Trend in the process
- b) Dispersion in the data
- c) Average
- d) Range

Question Number : 71 Question Id : 70959710837 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A ---- is used to explain the time scheduled by separate phases by breaking down the project processes and tasks for the dependencies to be accounted.

- a) Bar chart
- b) SPC chart
- c) PDCA
- d) Gantt chart

Question Number : 72 Question Id : 70959710838 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Cost-benefit analysis does not include

- a) Project benefits
- b) Project cost factors
- c) Project gain
- d) Impact on competitor

Question Number : 73 Question Id : 70959710839 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Six Sigma is a business-driven, multi-dimensional structured approach to-

- a) Reducing process variability
- b) Increasing customer satisfaction
- c) Lowering Defect
- d) Improving Processes
- e) All of the above

Question Number : 74 Question Id : 70959710840 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Small/Mid-sized Six Sigma projects are executed by professionals titled as:

- a) Champion
- b) Green Belt
- c) Black Belt
- d) Site Champion

Question Number : 75 Question Id : 70959710841 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following are examples of Internal Failure costs?

- a) Defects and rework
- b) Inspection and audits
- c) Warranty and return
- d) Purchasing and accounting