a. conformance  
b. performance  
c. reliability  
d. none of the above  
*(Easy)*

107. Making sure that the product meets the specifications required by design during production is referred to as  
a. quality of design  
b. process capability  
c. fitness for use  
d. quality of conformance  
*(Easy)*

108. Achieving quality of conformance depends on all of the following factors except  
a. the design of the production process  
b. the performance level of equipment, machinery and materials  
c. the training and supervision of employees  
d. the price charged for the product  
*(Medium)*

109. The approach to quality management which advocated continuous improvement to the production process to achieve conformance to specifications and reduce variability is most closely associated with  
a. W. Edwards Deming  
b. Philip Crosby  
c. Kaoru Ishikawa  
d. Frederick Taylor  
*(Medium)*

110. The two primary sources of process improvement advocated by W. Edwards Deming were  
a. trading off increases in common cause problems for reductions in special cause problems  
b. trading off decreases in common cause problems for increases in special cause problems  
c. eliminating both common cause and special cause problems  
d. none of the above  
*(Easy)*

111. W. Edwards Deming believed that primary responsibility for quality improvement rested with  
a. the firm’s employees only  
b. the firm’s management only  
c. research engineers and consulting statisticians only
d. both the employees and management of the firm  
(Medium)

112. W. Edwards Deming’s overall philosophy for achieving quality is embodied in  
a. his 14 points  
b. his statement of purpose  
c. his use of statistical control  
d. none of the above  
(Easy)

113. Which of the following is a principle of total quality management (TQM)?  
a. quality is an only an operational issue requiring an operating plan  
b. quality is a strategic issue requiring a strategic plan  
c. quality is defined by the company  
d. quality problems are solved using trial and error  
(Easy)

114. A relationship between a firm and its supplier where the supplier agrees to meet the firms’ quality standards and the firm enters into a long-term purchasing agreement with the supplier is known as  
a. outsourcing  
b. vertical integration  
c. partnering  
d. conformance  
(Medium)

115. Directly involving employees in the quality-management process is referred to as  
a. partnering  
b. a quality circle  
c. Six Sigma  
d. participative problem solving  
(Easy)

116. The Japanese work for continuous improvement is  
a. kaizen  
b. ishikawa  
c. gensu  
d. poka-yoke  
(Easy)

117. A process for developing and delivering near perfect products and services is known as  
a. kaizen  
b. Six Sigma
b. external failure cost  
c. prevention cost  
d. appraisal cost  
(Easy)  

130. The costs of testing and inspecting materials, parts, and the product at various stages and at the end of the process is an example of a(n)  
a. external failure costs  
b. internal failure cost  
c. appraisal costs  
d. prevention costs  
(Medium)  

131. The costs of shutting down the productive process to fix a quality problem is an example of a(n)  
a. appraisal costs  
b. prevention costs  
c. external failure costs  
d. internal failure costs  
(Easy)  

132. Which of the following statements is true?  
a. internal failure costs tend to be low for a service, while external failure costs can be very high  
b. internal failure costs and external failure costs tend to be low for services  
c. internal failure costs tend to be high for a service, while external failure costs can be very low  
d. internal failure costs and external failure costs tend to be high for services  
(Hard)  

133. A production process starts production with 1,000 units each day. If the percentage of good units produced by the process averages 95% with a successful rework percentage of 10%, then the yield for the process would be  
a. 100 units  
b. 950 units  
c. 955 units  
d. 1,050 units  
(Hard)  

134. A process currently produces 85% good units with a successful rework rate of 40%. Daily input to the process is 500 units. If the process improves its percentage of good units produced to 95%, while leaving its rework percentage unchanged, then its daily yield  
a. will increase by 50 units per day  
b. will increase by 30 units per day  
c. will decrease by 50 units per day