

- 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 increase 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