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QUESTION 1

In the development of a quality improvement plan, which of the following steps should be taken first?

- A. Document the plan
- B. Evaluate current process performance
- C. Verify the expected results of the plan
- D. Decide what changes need to be made

Correct Answer: D

QUESTION 2

Which of the following steps must be taken to create a successful on-the-job training program?

- A. Setting performance objectives
- B. Developing lesson plans
- C. Identifying appropriate training facilities
- D. Pre-testing the participants

Correct Answer: A

QUESTION 3

Bottom-to-top communication techniques include all the following except:

- A. Employee suggestion boxes.
- B. Quality circles.
- C. Performance reviews.
- D. Employee satisfaction surveys.

Correct Answer: C

QUESTION 4

A team has been formed with the goal of reducing the number of chemical suppliers. The team has found that the company purchases 27 different chemicals from 42 different suppliers. The best tool to use first to analyze these data would be a

- A. scatter diagram

- B. Pareto chart
- C. histogram
- D. control chart

Correct Answer: B

QUESTION 5

Which of the following objectives is an example of a tactical quality goal?

- A. Reduce overall customer complaints
- B. Increase production efficiency in all departments
- C. Improve market share by 10%
- D. Reduce rework in finishing by 10%

Correct Answer: D

QUESTION 6

Designing effective training approaches must take into account:

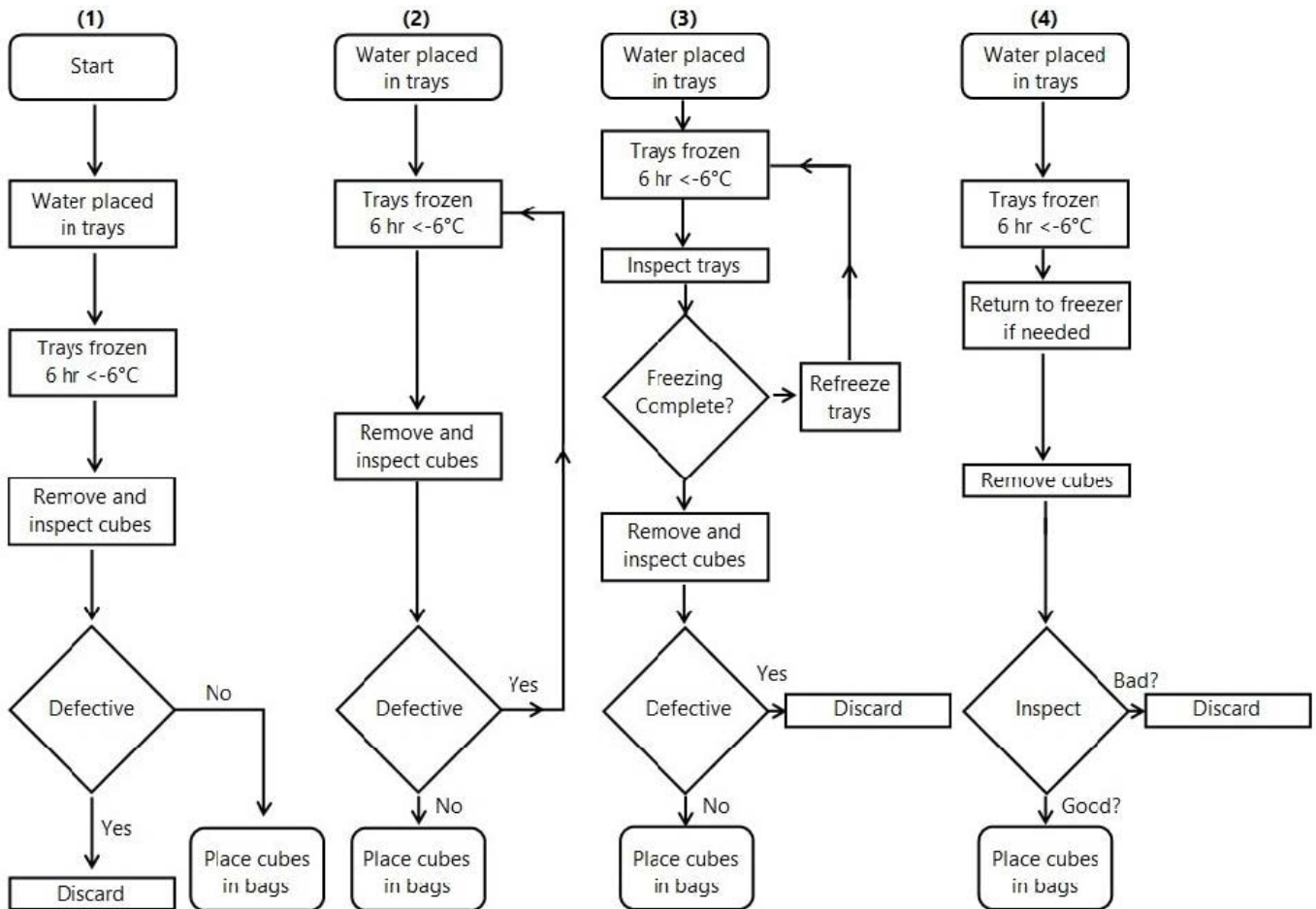
- I. The organization's work system.
- II. Organization needs.
- III. Individual employee needs.
- IV. Training assessment criteria.

- A. I, II, and III only
- B. I, II, III, and IV
- C. I, III, and IV only

Correct Answer: B

QUESTION 7

Water is delivered to ice-cube trays that are placed in freezers at less than -6°centigrade. The trays are removed from the freezers after six hours. If the water has not completely frozen, the trays are returned to the freezer until freezing is complete. The ice-cubes are then removed from the trays, inspected, and placed in bags. Defective cubes are discarded. The bags filled with cubes are kept in storage freezers. Alarms are sounded if a freezer's temperature goes above -6° centigrade. It has been shown that water in the ice-cube trays will freeze in six hours at -6°centigrade or less.



Which of the following correctly depicts the flowchart for the process?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: C

QUESTION 8

Which of the following is an example of an appraisal cost?

- A. Supplier rating program
- B. Supplier quality planning
- C. Supplier product qualification
- D. Operator training

Correct Answer: C

QUESTION 9

Which of the following techniques is most useful for measuring the test?retest reliability of a survey?

- A. Calculate Cronbach's coefficient alpha.
- B. Use differently worded items to measure the same attribute.
- C. Have the same respondents complete a survey at two different points in time.
- D. Conduct an organized review of the survey to ensure that it includes everything it should.

Correct Answer: C

QUESTION 10

Quality training is likely to be most effective when which of the following conditions exist?

- A. Pre-tests and post-tests are used to measure training success.
- B. Class size is limited to eight or less.
- C. Managers support and reinforce the training.
- D. Training is mandated by customer requirements.

Correct Answer: C

QUESTION 11

A tool used to assess the readiness of the organization to embrace and institutionalize change is:

- A. Management review.
- B. Hoshin planning.
- C. Nominal group technique.

D. Force-field analysis.

Correct Answer: D

QUESTION 12

Which of the following terms is generally referred to as capital expenditure?

- A. Current assets
- B. Fixed assets
- C. Variable expenses
- D. Long-term debt

Correct Answer: B

QUESTION 13

Which of the following factors is determined using knowledge of a product's reliability?

- A. Total loss
- B. Discounts
- C. Warranty terms
- D. Cost of poor quality

Correct Answer: D

QUESTION 14

All but one of the following tool sets could be used to help an educational institution identify the cause of excessive student tardiness. Which one could not?

- A. Brainstorming and an Ishikawa diagram
- B. Five whys and a problem-solving model
- C. FMEA and DMAIC
- D. Check sheet and affinity diagram

Correct Answer: C

QUESTION 15

A supplier can save money if they eliminate a step in producing a part in the manufacturing process. There is no customer requirement pertinent to this part of the manufacturing process, nor is there any evidence that the change will adversely affect the functionality of the part. How should the supplier pursue making the change?

- A. Send a notification letter to the customer when the change has been implemented
- B. Conduct a thorough testing program and then present results to the customer for their acceptance
- C. Implement the change immediately to save money for the company as quickly as possible
- D. Solicit the customer's involvement to investigate whether the change would be acceptable

Correct Answer: D

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