37 Lecture - MGT211

Important Mcqs

- 1. Which of the following is NOT a principle of Total Quality Management?
 - A) Continuous improvement
 - B) Customer focus
 - C) Employee empowerment
 - D) Micromanagement

Answer: D) Micromanagement

- 2. Which of the following is NOT a component of the Deming cycle?
 - A) Plan
 - B) Do
 - C) Check
 - D) Act

Answer: D) Act

- 3. Which of the following is a tool used in statistical process control?
 - A) Histogram
 - B) Fishbone diagram
 - C) Affinity diagram
 - D) Pareto chart

Answer: A) Histogram

- 4. Which of the following is NOT a cost associated with poor quality?
 - A) Prevention costs
 - B) Appraisal costs
 - C) External failure costs
 - D) Internal development costs

Answer: D) Internal development costs

- 5. Which of the following is a key element of Six Sigma?
 - A) Employee empowerment
 - B) Continuous improvement
 - C) Customer focus
 - D) Lean manufacturing

Answer: B) Continuous improvement

- 6. Which of the following is NOT one of the 7 basic tools of quality?
 - A) Flowchart
 - B) Histogram

- C) Scatter plot
- D) Fishbone diagram

Answer: C) Scatter plot

- 7. Which of the following is a technique used in Total Quality Management for gathering ideas?
 - A) Affinity diagram
 - B) Control chart
 - C) Gantt chart
 - D) Pareto chart

Answer: A) Affinity diagram

- 8. Which of the following is a technique used in Total Quality Management for identifying the most important issues to address?
 - A) Brainstorming
 - B) Flowcharting
 - C) Pareto analysis
 - D) Quality circles

Answer: C) Pareto analysis

- 9. Which of the following is a key characteristic of a Total Quality Management culture?
 - A) Micromanagement
 - B) Blaming individuals for mistakes
 - C) Punishing employees for making errors
 - D) Empowering employees to improve processes

Answer: D) Empowering employees to improve processes

- 10. Which of the following is a benefit of Total Quality Management?
 - A) Decreased customer satisfaction
 - B) Increased costs
 - C) Improved employee morale
 - D) Decreased productivity

Answer: C) Improved employee morale