

# 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**