

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