

38 Lecture - MGT211

Important Mcqs

1. **What is the primary focus of Total Quality Management?**

- a) Reducing costs
- b) Enhancing employee empowerment
- c) Improving quality
- d) All of the above

Answer: c) Improving quality

2. **What is the goal of continuous improvement in TQM?**

- a) To achieve ever-higher levels of quality and efficiency
- b) To reduce costs and increase profits
- c) To eliminate waste in processes
- d) To achieve customer satisfaction

Answer: a) To achieve ever-higher levels of quality and efficiency

3. **What is statistical process control?**

- a) A tool used to monitor and control processes in TQM
- b) A technique used to reduce waste in manufacturing
- c) A method of quality assurance for products
- d) A process of benchmarking organizational performance

Answer: a) A tool used to monitor and control processes in TQM

4. **What is benchmarking?**

- a) A tool used to compare organizational performance
- b) A technique used to reduce waste in production
- c) A method of measuring customer satisfaction
- d) A process of employee empowerment

Answer: a) A tool used to compare organizational performance

5. **What is the role of top management in TQM?**

- a) Providing leadership and support
- b) Identifying customer needs and expectations
- c) Participating in quality circles
- d) Monitoring process improvement

Answer: a) Providing leadership and support

6. **What is a quality circle?**

- a) A team of employees who meet regularly to identify and solve quality-related problems
- b) A method of statistical process control

- c) A tool used for benchmarking organizational performance
- d) A process of continuous improvement

Answer: a) A team of employees who meet regularly to identify and solve quality-related problems

7. What is the importance of customer feedback in TQM?

- a) It helps to identify areas for improvement
- b) It reduces costs and waste
- c) It enhances employee empowerment
- d) It improves leadership effectiveness

Answer: a) It helps to identify areas for improvement

8. What is the benefit of TQM for organizations?

- a) Improved customer satisfaction
- b) Reduced employee empowerment
- c) Increased waste and costs
- d) Decreased competitive advantage

Answer: a) Improved customer satisfaction

9. What is the key principle of TQM?

- a) Employee empowerment
- b) Continuous improvement
- c) Cost reduction
- d) Customer focus

Answer: d) Customer focus

10. What is the role of employees in TQM?

- a) To participate in quality circles
- b) To monitor process improvement
- c) To reduce waste in production
- d) All of the above

Answer: d) All of the above