

Free Questions for CPIM by vceexamstest

Shared by Higgins on 15-04-2024

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Question 1

Question Type: MultipleChoice

The costs of correcting problems after goods or services have been delivered to the customer are called internal failure costs.

Options:

A- True

B- False

Answer:

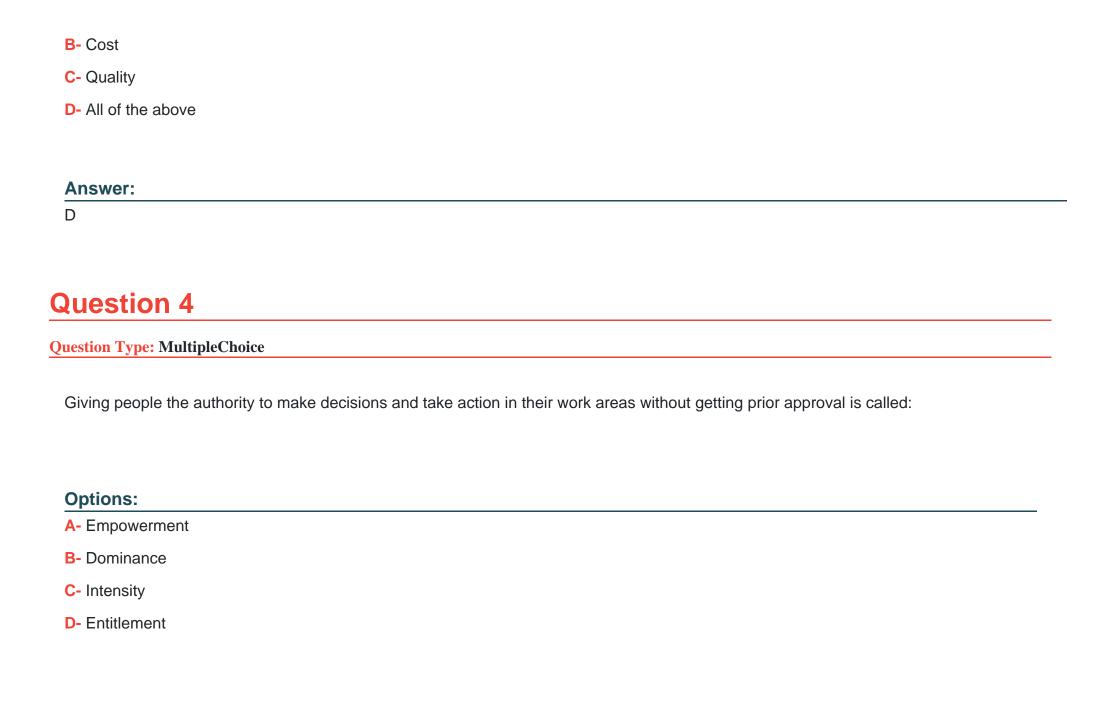
В

Question 2

Question Type: MultipleChoice

Which of the following is NOT the dimension to quality measurements?

Options:	
A- Function	
B- Aesthetic	
C- Production	
D- Accuracy	
Answer:	
uestion 3	
uestion 3	na
	ee
uestion 3 Lestion Type: MultipleChoic	ce characteristic that can be used to measure the performance of a particular process or activity?
uestion 3 Lestion Type: MultipleChoic	
uestion 3 Lestion Type: MultipleChoic	



A		
uestion 5		
estion Type: MultipleChoice		
A guide for all in the organiza	tion about how products and services should be provided is known as:	
A guide for all in the organiza	tion about how products and services should be provided is known as:	
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A guide for all in the organiza	tion about how products and services should be provided is known as:	
	tion about how products and services should be provided is known as:	
Options:	tion about how products and services should be provided is known as:	
Options: A- Total workflow	tion about how products and services should be provided is known as:	
Options: A- Total workflow B- Customer focus	tion about how products and services should be provided is known as:	
Options: A- Total workflow B- Customer focus C- Commitment	tion about how products and services should be provided is known as:	
Options: A- Total workflow B- Customer focus C- Commitment D- Quality policy statement	tion about how products and services should be provided is known as:	

Question 6

Question Type: MultipleChoice

describes the function of the organization.

Options:

- A- Vision statement
- **B-** Mission statement
- **C-** Policy statement
- **D-** Service statement

Answer:

В

Question 7

Question Type: MultipleChoice

What is based on the participation of all members of an organization	in improving processes,	products,	services, a	nd the cultu	ire they
work in is called:					

Options:

- A- Continuous Process Management
- **B-** Workflow Management
- **C-** Total Quality Management
- **D-** All of the above

Answer:

С

Question 8

Question Type: MultipleChoice

The sum of the benefits the customer receives and can be more than the product itself is called:

Options:
A- value
B- price
C- quality
D- workforce
Answer:
A
Question 9
Question Type: MultipleChoice
Total customer satisfaction based on the complete experience with an organization, not just the product is known as:
Options:
Options: A- Total quality

B- Absolute quality
C- Perceived quality
D- Fool proof quality
Answer:
C
Question 10
Question Type: MultipleChoice
What is measured by the length of time a product can be used before it fails?
Options:
A- Reliability
B- Durability
C- Maintainability
D- Efficiency

Answer:		
В		
Question 11		
Question Type: MultipleChoice		
Which three dimensions to performance are important?		
Options:		
A- Accessibility, durability and maintainability		
B- reliability, durability and maintainability		

C- reliability, security and maintainability

D- reliability, Portability and Extensibility

Answer:

В

Question 12

Question Type: MultipleChoice

If the product or service is ready for the customer's use at the time of sale, this refers to:

Options:

- A- Usability
- **B-** Accomplishment
- **C-** Implementation
- **D-** Performance

Answer:

D

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