



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:

B

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:

C

Question 3

Question Type: MultipleChoice

Which of the following basic characteristic that can be used to measure the performance of a particular process or activity?

Options:

A- Quantity

- B- Cost
- C- Quality
- D- All of the above

Answer:

D

Question 4

Question Type: MultipleChoice

Giving people the authority to make decisions and take action in their work areas without getting prior approval is called:

Options:

- A- Empowerment
- B- Dominance
- C- Intensity
- D- Entitlement

Answer:

A

Question 5

Question Type: MultipleChoice

A guide for all in the organization about how products and services should be provided is known as:

Options:

A- Total workflow

B- Customer focus

C- Commitment

D- Quality policy statement

Answer:

D

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:

B

Question 7

Question Type: MultipleChoice

What is based on the participation of all members of an organization in improving processes, products, services, and the culture they work in is called:

Options:

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

Answer:

C

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:

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:

B

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:

B

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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