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Question 1

Question Type: MultipleChoice

Quality assurance means the same as total quality control.

Options:

A- True

B- False

Answer:

A

Question 2

Question Type: MultipleChoice

Quality improvement programs must be management led and customer oriented.

Options:

A- True

B- False

Answer:

A

Question 3

Question Type: MultipleChoice

Quality assurance of products and services category has a very strong process and systems orientation throughout.

Options:

A- True

B- False

Answer:

A

Question 4

Question Type: MultipleChoice

The principal considerations in assessing the effectiveness of competitive and benchmark data are in relation to_____.

Options:

- A- The competitive environment and resources of the company
- B- The type and size of the company
- C- A & B Above
- D- None of the above

Answer:

A

Question 5

Question Type: MultipleChoice

The organization of efforts to develop and involve employees depend upon_____.

Options:

- A- The number of employees
- B- Resources of the company
- C- All the above

Answer:

C

Question 6

Question Type: MultipleChoice

About the Malcolm Baldrige National Quality Award, identify the incorrect statement about the implementation of the strategies.

Options:

- A- Understanding of the strategies for quality excellence
- B- Understanding of the requirements for quality excellence
- C- Sharing of information on successful strategies and on the benefits derived
- D- Awareness of quality as an increasingly important element in competitiveness

Answer:

A

Question 7

Question Type: MultipleChoice

Quality department or officer / regulatory affairs office or officer is a prerequisite for eligibility under leadership criteria.

Options:

- A- True

B- False

Answer:

B

Question 8

Question Type: MultipleChoice

While the planning processes and priority development do not depend appreciably upon the size and type of business, the scope and type of benchmark may depend upon such business factors.

Options:

A- True

B- False

Answer:

A

Question 9

Question Type: MultipleChoice

The Malcolm Baldrige Award was created by Public Law 100-107, signed into law on 20th Aug 1987.

Options:

A- True

B- False

Answer:

A

Question 10

Question Type: MultipleChoice

The scope, management and analysis of data depend upon.

Options:

- A- The type of business, its resources
- B- Number and geographical distribution of business units
- C- All of the above

Answer:

C

Question 11

Question Type: MultipleChoice

Greater emphasis on statistical process control can lead to dramatic improvements in the cost and quality of manufactured products.

Options:

- A- True
- B- False

Answer:

A

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