Pre- and Post-Assessment Test

Introduction to Quality Management
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1. Which of the following is NOT an appropriate use of the Baldrige Award criteria?
   a. Self-assessment model
   b. Quality system registration
   c. Quality award application
   d. Quality system model

2. To ensure success in implementing quality initiatives, the most important factor is
   a. an empowered work force.
   b. a training program that explains and promotes the quality initiative.
   c. upper management support.
   d. a reward and recognition program.

3. Rank order, from first to last, the steps listed below in the development of an employment requirements plan for a department or organization.
   1. Make an organization chart.
   2. Determine the amount of time and skills required to complete the activities.
   3. List all activities required to produce the end product.
   4. Determine end products or output of the organization.
   5. Determine the number of people and skills needed.
   a. 1, 3, 2, 4, 5
   b. 1, 5, 3, 2, 4
   c. 3, 4, 2, 5, 1
   d. 4, 3, 2, 5, 1

4. One of the most effective means of implementing quality initiatives is for executive management to
   a. establish quality goals tied to organizational performance.
   b. conduct meetings on quality and demonstrate support for initiatives.
   c. make public announcements explaining the company’s quality goals.
   d. hire a quality consultant to develop a total quality plan and lead its implementation.

5. The value of an exceptional guarantee is that it
   a. builds long-term customer relationships while minimizing defects.
   b. is possible for all customers to attain.
   c. ensures that top priority customers will pay the least amount of money.
   d. allows a Cpk process to be in control.
6. Which of the following approaches to quality improvement planning connects quality and profits?
   a. Identifying, analyzing, and controlling all cost-of-quality costs for the business.
   b. Concentrating efforts on improving non-financial measures of quality.
   c. Developing a strategic quality plan that has financial and non-financial goals and that integrates business and financial planning processes.
   d. Focusing on reforms in management-employee relationships, worker training, new measurement schemes, and increased employee awareness of customer attitudes.

7. Which of the following is the most effective way for a quality manager to lead the work activities of a quality department?
   a. Hold regular meetings to review performance against established goals and objectives.
   b. Review weekly written reports of activities submitted by staff.
   c. Conduct periodic meetings to flow down information about ongoing operations.
   d. Discuss the activities with the supervisors within the department.

8. A senior-level director is considering a $10,000 investment to increase the quality rating of a piece of equipment from 85% to 95% and asks the quality manager for an opinion. The manager knows the equipment will require increased setup time that, in turn, will cause the overall availability of the equipment to decrease from 87% to 74%. In this situation, the quality manager should respond in which of the following ways?
   a. Endorse the investment to improve quality.
   b. Discuss with the director the effectiveness measure that would result from the investment.
   c. Consider the future value of the cost of this improvement in quality.
   d. Determine the costs of the downtime required to install the system before proceeding to implement the request.

9. Scatter diagrams are best described as
   a. histograms.
   b. correlation analysis.
   c. Pareto analysis.
   d. Ishikawa diagrams.

10. A process improvement team has studied the flow of product through the company's production system. To increase output, the most effective action would be to
    a. shorten the critical path
    b. eliminate bottlenecks
    c. reduce quality check points
    d. change the sampling plan
11. Compared to traditional engineering design, the time required to do concurrent engineering design is
   a. greater during the requirement development phase.
   b. less during the requirement development phase.
   c. greater during the implementation phase.
   d. less during the equipment startup phase.

12. Which of the following is the most critical role for a quality manager?
   a. Staffing the quality function to support the organization's stated quality objectives.
   b. Defining, fully supporting, and providing leadership of the quality policy.
   c. Implementing changes in the cost-of-quality system.
   d. Examining the current quality level of all products and services.

13. Training effectiveness can be measured most accurately by
   a. trainers rating their own performance against a professionally developed grading system.
   b. trainers analyzing trainees' job performance before training and after training.
   c. trainees using a rating scale to assess their training session.
   d. supervisors rating the improvement of employees skills at the end of the training session.