

Total Quality Management

Item Text	Option Text 1	Option Text 2	Option Text 3	Option Text 4
Q=P/E. In this equation what is E	Empowerment	Expectations	Employess	Energy
Correct definition of Quality from the following is:	Its only tangible	Its only intangible	Its conformance to requirements	Its Unfit to use
Zero defects means:	Finding Defects	Minimizing Defects	Doing it right first time	Finding what went wrong
One of the following is the Core concept of TQM:	MUDA	KIZEN	Triology	PDCA
"Quality is Fitness to Use" This definition of Quality was given by:	Juran	Crosby	Deming	KIZEN
The ability to carry out job professionally and with full of energy is called as:	Diligence	Agility	Innovation	Creation
ISO Stands for	International Standers of Organization	International Organization for Standardization	Internal Safety Organization	Indian Organization for Standardization
A concept which focuses of hygiene and sanitation and prevention of accidents is:	HACCP	EMS	ISO	5S Theory
The state of a person where he promises to hmself about abiding by a promise is called as:	Commitment	Integrity	Honesty	Promise
Group discussion is not a part of one of the following problem solving tools:	Parato Analysis	Brainstorming Session	Fishikawa Diagram	Cause and Effect Diagram
Small groups are formed for solving quality Problems. These groups are called as:	Quality Groups	Quality Circles	Brainstorming Teams	Juran Circle
Kizen is a word from:	Korea	Japan	Indonesia	China
Guest comment cards help company to:	Know the guest	Know guests' activities	get guest feedback	None of the Options

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Water can be saved by:	Using it more	Wasting it	Using it to minimum and as required	Not Storing it
The cost incurred in avoiding the damage / Complaint before it occurs is:	Appraisal Cost	Failure Cost	External Failure Cost	Prevention Cost
Communication plays important role in effective running of an organization	TRUE	FALSE	Both	Cant Say
Investers in People emphasis on:	Customers	Management	Employees	Suppliers
Training helps employees to be:	Unfriendly	Professional and Confident	Unloyal	Dishonest
The process of redesigning the SOPs of a Company is also called as	Business Process Reengineering	Six Sigma	5S theory	Triology
How many steps are there in Business Process Reengineering?	3	4	5	6