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Courses » Total Quality Management - I

Announcements **Course** Ask a Question Progress Mentor FAQ

Unit 2 - Week-1 Introduction to Total Quality Management

Course outline

How to access the portal & Assignment - 00

Week-1 Introduction to Total Quality Management

- Quality and Its Dimensions
- Quality and Variability
- History of Quality Control
- Management Aspects of Quality - I
- Management aspects of Quality - II
- Quiz : Assignment - 01
- Assignment - 01 (Solution)
- WEEK 1 - FEEDBACK - Total Quality Management - I

Week 2-Introduction to Total Quality

Assignment - 01

The due date for submitting this assignment has passed.

As per our records you have not submitted this assignment. **Due on 2018-08-22, 23:59 IST.**

1) Which of the following regarding Quality is FALSE? 1 point

- One of the most important decision factors in selection of products/services from competing sets.
- Understanding and improving quality leads to business success, growth and competitiveness.
- Quality can be defined as possession or non-possession of one or more desirable characteristics for a product/service.
- ISO 9000 says that a degree to which a set of inherent characteristics that fulfils a need or expectation that is stated, generally implied or is obligatory.

No, the answer is incorrect.

Score: 0

Accepted Answers:

Quality can be defined as possession or non-possession of one or more desirable characteristics for a product/service.

2) Which of the following statement is TRUE regarding the Dimensions of Quality? 1 point

- The product need not to do or perform any of the jobs as expected or even the intended one.
- Durability provides us the knowledge about the ability to withstand wear, pressure, or damage.
- Aesthetics is concerned about the products' ability to get repaired without losing its appeal.
- Perceived Quality refers to the ability of the company to make regular profits.

No, the answer is incorrect.

Score: 0

Accepted Answers:

Quality is the ability to do or perform any of the jobs as expected or even the intended one.

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Week 5 - Control
Charts for
Variables

Week 6 - Control
Charts for
Attributes

Week 7 -
Process
Capability
Analysis and
ISO 9000 basics

Week 8 - Basic
of ISO 9000,
CUSUM and
EWMA charts

Slides and
Reading

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damage.

- We need not to bother much about if the product made doesn't meet the Conformance to Standards exactly as the designer intended.

No, the answer is incorrect.

Score: 0

Accepted Answers:

We need not to bother much about if the product made doesn't meet the Conformance to Standards exactly as the designer intended.

4) Quality consists of TWO aspects. They are:

1 point

- Quality of Design and Quality of Conformance
- Perceived Quality and Quality of Design
- Perceived Quality and Quality of Conformance
- None of These

No, the answer is incorrect.

Score: 0

Accepted Answers:

Quality of Design and Quality of Conformance

5) Which of the following statement (s) is / are correct?

1 point

- I. Quality is inversely proportional to variability (unwanted variation in specifications) i.e. if variability of a product decreases, the quality of the product increases
- II. Variability doesn't matter to consumers. Customers are only concerned about PRICE.

- Only I
- Only II
- I and II
- None of These

No, the answer is incorrect.

Score: 0

Accepted Answers:

Only I

6) _____ is a set of operational, managerial and engineering activities that the quality characteristics of a product are at a nominal or required levels and the variability around the desired levels is minimum.

1 point

- Quality Characteristics
- Critical-To-Quality Characteristics
- Quality Engineering
- Quality Improvement

No, the answer is incorrect.

Score: 0

Accepted Answers:

Quality Engineering

7) A Specification is

1 point

- a request (something) to be made, supplied, or served.
- a detailed description of the design and materials used to make a product.
- a situation or action that tempts someone to do something or makes a particular outcome

likely.

facts and statistics collected together for reference or analysis.

No, the answer is incorrect.

Score: 0

Accepted Answers:

a detailed description of the design and materials used to make a product.

8) Which of the following statement is INCORRECT?

1 point

- The largest allowable value for a quality characteristic is called the Upper Specification Limit (USL).
- A product is called Non-conforming which do not meet one or more of its specifications.
- A non-conforming product is called defective as it has one of or more defects or in other words, a defect is the non-conformance to the specification
- The Largest allowable value for the quality characteristic is called the Lower Specification Limit (LSL).

No, the answer is incorrect.

Score: 0

Accepted Answers:

The Largest allowable value for the quality characteristic is called the Lower Specification Limit (LSL).

9) Let the length and thickness of blades, produced at a certain manufacturing company, be two quality characteristics. For length: Target length:40 cm, USL: 42 cm, LSL:38 cm. A blade having length between 38cm and 42cm is acceptable. For thickness: Target value: 10mm, USL: 12 mm, LSL: 8mm. A blade having thickness between 8mm and 12 mm is acceptable. Which of the following statement(s) is / are CORRECT? **1 point**

- I. If a blade has length 42cm and thickness 6 mm then it is said to be non-conforming/defective and has 1 defect (for the thickness).
- II. If a blade has length 43cm and thickness 9 mm then it is said to be non-conforming/defective and has 1 defect (for the length).
- III. If a blade has length 44cm and thickness 6 mm then it is said to be non-conforming/defective and has 2 defects (for the thickness).
- IV. If a blade has length 42cm and thickness 8mm then it is said to be conforming and has no defect.

- I and II
- II and III
- I, II, III and IV
- I, III and IV

No, the answer is incorrect.

Score: 0

Accepted Answers:

I, II, III and IV

10) Quality Planning is

1 point

- I. a strategic activity without which enormous amount of time and effort may be wasted in dealing with faulty designs, manufacturing defects, customer complaints etc.
- II. involved in identifying the internal and external customers and listening to their needs (listening to the Voice of the Customer (VoC)).
- III. A methodology which helps in developing products or services that exceed customer expectations.
- IV. done to perform Periodic checking to see if Project Quality is improving or not.

- Only I
- I and III

I, II, III and IV

I, II and III

No, the answer is incorrect.

Score: 0

Accepted Answers:

I, II, III and IV

11) Which of the following option is FALSE?

1 point

Quality Assurance is the set of activities that ensures the quality levels of products and services are properly maintained and that supplier and customer quality issues are properly resolved.

Since variability is inherent in all processes and is a major source of defects in products, no statistical technique can be used to minimize variability.

Quality control and improvement is the set of activities used to ensure that the products and services meet requirements and are improved on a continuous basis.

Documentation of quality system are the policies, procedures, work instructions and specifications, and records.

No, the answer is incorrect.

Score: 0

Accepted Answers:

Since variability is inherent in all processes and is a major source of defects in products, no statistical technique can be used to minimize variability.

12) Which of the following is NOT one of the 14-point framework for quality and productivity improvement as suggested by Edwards Deming?

1 point

Maintain the barriers between functional areas of the business.

Create a constancy of purpose focused on the improvement of products and services.

Do not award business to suppliers on the basis of price alone, but also consider quality

Eliminate targets, slogans, and numerical goals for the workforce

No, the answer is incorrect.

Score: 0

Accepted Answers:

Maintain the barriers between functional areas of the business.

13) Juran Trilogy has three components. They are:

1 point

Quality Leadership, Improvement and Organizational Commitment

Planning, Quality Technology and Organizational Commitment

Planning, Control and Improvement

Planning, Control and Quality Technology

No, the answer is incorrect.

Score: 0

Accepted Answers:

Planning, Control and Improvement

14) Three step approaches to improving quality as suggested by Armand V. Feigenbaum

1 point

Quality Leadership, Quality Technology and Control.

Quality Leadership, Quality Technology and Organizational Commitment.

Quality Leadership, Organizational Commitment and Planning

Quality Technology, Organizational Commitment and Improvement

No, the answer is incorrect.

Score: 0

Accepted Answers:

Quality Leadership, Quality Technology and Organizational Commitment.

15) Which of the following statement is FALSE?

1 point

- Total quality management (TQM) is a strategy for implementing and managing quality improvement activities on an organization wide basis.
- TQM focuses on all elements of organization on quality improvement efforts.
- TQM's major focus is on customer and integrating quality goals with business goals.
- All statements are FALSE.

No, the answer is incorrect.

Score: 0

Accepted Answers:

All statements are FALSE.

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