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:
Durability provides us the knowledge about the ability to withstand wear, pressure, or 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:
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

No, the answer is incorrect.
Score: 0

Accepted Answers:
Only I

No, the answer is incorrect.
Score: 0

Accepted Answers:
Quality Engineering

No, the answer is incorrect.
Score: 0

Accepted Answers:
Quality Engineering

7) A Specification is 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
8) Which of the following statement is INCORRECT?  
- 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 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 38 cm and 42 cm is acceptable. For thickness: Target value: 10 mm, USL: 12 mm, LSL: 8 mm. A blade having thickness between 8 mm and 12 mm is acceptable. Which of the following statement(s) is / are CORRECT?  

I. If a blade has length 42 cm 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 43 cm 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 44 cm 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 42 cm and thickness 8 mm 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 
- a strategic activity without which enormous amount of time and effort may be wasted in dealing with faulty designs, manufacturing defects, customer complaints etc.
- involved in identifying the internal and external customers and listening to their needs (listening to the Voice of the Customer (VoC)).
- A methodology which helps in developing products or services that exceed customer expectations.
- done to perform Periodic checking to see if Project Quality is improving or not.

Only I
I and III

No, the answer is incorrect.  
Score: 0  
Accepted Answers: 
I, II, III and IV
Which of the following option is FALSE?  

- 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:  
I, II, III and IV

Which of the following is NOT one of the 14-point frame work for quality and productivity improvement as suggest by Edwards Deming?  

- 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.

Juran Trilogy has three components. They are:  

- 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

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

- Quality Leadership, Quality Technology and Control.
- Quality Leadership, Quality Technology and Organizational Commitment.
- Quality Leadership, Organizational Commitment and Planning.
15) Which of the following statements is FALSE?

- 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:
Quality Leadership, Quality Technology and Organizational Commitment.