

Unit 9 - Week 8

Course outline

How does an NPTEL online course work?

Week 1

Week2

Week 3

Week 4

Week 5

Week 6

Week 7

Week 8

● Nature of Quality and Evolution of Quality Management-II (Service Quality Dimensions)

● Modern Quality Management and Total Quality Management

○ Total Quality Management

● Statistical Concepts in Quality Control-I (Overview of Control Charts)

● Statistical Concepts in Quality Control-II (p-chart & Examples)

○ Quiz : Assignment 8

○ Solution for Assignment 8

Week 9

Week 10

Week 11

Week 12

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Assignment 8

The due date for submitting this assignment has passed.
As per our records you have not submitted this assignment.

Due on 2020-03-25, 23:59 IST.

1) The degree to which a product meets established standards is called

1 point

- durability
- performance
- conformance
- all of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
conformance

2) Five samples of size 4 were taken from a process. The average of the range value was 2.352. The average of the sample means was 19.64. Using the 1 point X-bar chart together with an R-chart, what is the lower control limit of the X-bar chart?

- 17.923
- 18.276
- 21.004
- none of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
17.923

3) Within a manufacturing company, which functional area is responsible for ensuring the quality design is "fit for use" by the consumer?

1 point

- operations
- finance
- marketing
- design engineering

No, the answer is incorrect.
Score: 0

Accepted Answers:
design engineering

4) Which of the following is not a principle of TQM?

1 point

- continuous improvement
- expanded training for all employees
- quality as an important aspect of strategic planning
- strict adherence to production schedules is of paramount importance

No, the answer is incorrect.
Score: 0

Accepted Answers:
strict adherence to production schedules is of paramount importance

5) The cost of achieving poor quality falls into which of the following categories?

1 point

- appraisal and internal failure costs
- internal and external failure costs
- prevention and internal failure costs
- appraisal and prevention costs

No, the answer is incorrect.
Score: 0

Accepted Answers:
internal and external failure costs

6) Whose book, entitled Quality is Free, emphasized the cost of quality?

1 point

- Walter Shewhart
- Phillip Crosby
- W. Edwards Deming
- Joseph Juran

No, the answer is incorrect.
Score: 0

Accepted Answers:
Phillip Crosby

7) In TQM, companies

1 point

- do not expect to inspect incoming materials and parts from their suppliers
- improve their processes so that product inspection is not required
- tend to reduce their number of suppliers
- all of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
all of the above

8) DMAIC stands for

1 point

- Define, Measure, Analyze, Improve and Control
- Describe, Measure, Analyze, Improve and Coordinate
- Define, Measure, Analyze, Innovate and Coordinate
- Define, Measure, Automate, Improve and Control

No, the answer is incorrect.
Score: 0

Accepted Answers:
Define, Measure, Analyze, Improve and Control

9) From a p-chart where 20 samples were taken, each of size 50, the estimate of the average proportion defective is .05. For this data, the estimate of the standard deviation for sample proportion defective is

1 point

- .001
- .031
- .049
- none of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
.031

10) Which of the following is identified as a random cause of poor quality?

1 point

- errors due to lack of training
- variability resulting from natural, common occurrences
- equipment which is out of adjustment
- defective raw materials

No, the answer is incorrect.
Score: 0

Accepted Answers:
variability resulting from natural, common occurrences