

SUBIECTE Quality and business excellence

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| 1. | The standard with guidelines for improving performances in a Quality Management system is: a) ISO 8231; b) ISO 9004; c) ISO 9000; d) ISO 14001. | B |
| 2. | Among the principles of Quality Management there is not: a) process based approach; b) customer focus; c) leadership; d) management by objectives. | D |
| 3. | Among the problems identified by Taylor within an organization there is: a) unclear defining of responsibilities; b) low degree of standardization; c) decision making without consistent argumentation; d) all other answers are correct. | D |
| 4. | Among Quality specialists there is: a) Deming; b) Hemingway; c) Coleridge; d) Byron. | A |
| 5. | According to Feigenbaum, quality related costs categories refer to: a) prevention; b) failure; c) evaluation; d) all the other answers are correct. | D |
| 6. | Zero defects concepts was introduced by: a) Shewhart; b) Coleridge; c) Crosby; d) Byron. | C |
| 7. | The current standard for implementing a quality management system is : a) ISO 9001; b) ISO 41005; c) ISO 14005; d) ISO 9101. | A |
| 8. | Total quality is: a) a technique; b) an instrument; c) a manner of approaching an organization; d) none of the other answers is correct. | C |
| 9. | ISO stands for: a) International Standards Organization; b) International Society for Optimization; c) Ishikawa Scheme for Organizations; d) None of the other answers is correct. | A |
| 10. | Total quality can be applied: | C |

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| | <ul style="list-style-type: none"> a) only to products inspection; b) only to services; c) to the whole activity of an organization; d) only to management. | |
| 11. | <p>Total quality may be applied:</p> <ul style="list-style-type: none"> a) at individual level or in family; b) by governments; c) by commercial organizations; d) all the other answers are correct. | D |
| 12. | <p>Total Quality Management is a philosophy that aims to:</p> <ul style="list-style-type: none"> a) adapt the organization to the needs of the customers; b) focus on top management with permanent management by objectives; c) short term strategies of various product qualities; d) all other answers are correct. | A |
| 13. | <p>Total Quality Management can be achieved by involving:</p> <ul style="list-style-type: none"> a) only top level management; b) all members of organization; c) only the production area; d) only the R&D and production areas. | B |
| 14. | <p>The EFQM model helps organizations to:</p> <ul style="list-style-type: none"> a) reduce costs; b) develop human and managerial performances; c) identify improvement areas; d) all other answers are correct. | D |
| 15. | <p>Among the principles of EFQM 2013 model there is:</p> <ul style="list-style-type: none"> a) Sustaining outstanding results; b) adding value for customers; c) managing with agility; d) all other answers are correct. | D |
| 16. | <p>The Crosby Approach definition on quality is:</p> <ul style="list-style-type: none"> a) conformity with requirements; b) defined in terms of costs and prices; c) fitness for intended use; d) a precise and measurable variable. | A |
| 17. | <p>9000 ISO Family of standards give an organization:</p> <ul style="list-style-type: none"> a) a guide for quality management and general requirements for implementing a system of quality; b) indications on how to carry on its activity; c) indications on how to document its quality system; d) indications on how to write the procedures. | A |
| 18. | <p>ISO 9001 describes:</p> <ul style="list-style-type: none"> a) requirements for quality management system where an organization needs to demonstrate its ability to design and supply a product; b) guidelines that consider both the effectiveness and efficiency of the quality management system; c) fundamentals of quality management systems and specifies the terminology for quality management systems; d) guidance on auditing quality and environmental management systems. | A |
| 19. | <p>ISO 9004:2000 describes:</p> <ul style="list-style-type: none"> a) guidelines for performance improvements for quality management systems; b) requirements for quality management system where an organization needs to demonstrate its ability to provide products that meet customers expectations; | A |

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| | <ul style="list-style-type: none"> c) guidance on auditing quality and environmental management systems; d) guidelines that consider both the effectiveness and efficiency of the quality management system. | |
| 20. | <p>One of the key benefits of leadership is:</p> <ul style="list-style-type: none"> a) To facilitate the fulfillment of the mission by planning and inducing behaviors; b) improved, consistent and predictable results; c) ability to focus effort on the key processes; d) improved customer loyalty leading to repeat business. | A |
| 21. | <p>One of the TQM benefits is:</p> <ul style="list-style-type: none"> a) the increase in performance by reviewing continuously the process; b) Using the Statistical Process Control; c) Recognizing and acting on assignable causes of variation; d) Recommendations more readily accepted than those from individuals. | A |
| 22. | <p>The Trilogy of quality was developed by:</p> <ul style="list-style-type: none"> a) Joseph M. Juran; b) W. Edward Deming; c) Philip Crosby; d) Kaoru Ishikawa. | A |
| 23. | <p>Implementation of the Quality Circles in the Japanese industry was developed by:</p> <ul style="list-style-type: none"> a) Joseph M. Juran; b) W. Edward Deming; c) Claus Moller; d) Kaoru Ishikawa. | D |
| 24. | <p>“Zero Defects” concept was developed by:</p> <ul style="list-style-type: none"> a) Joseph M. Juran; b) W. Edward Deming; c) Philip Crosby; d) Kaoru Ishikawa. | C |
| 25. | <p>The control of the processes and the reduction of the variation is the definition of TQM given by:</p> <ul style="list-style-type: none"> a) Armand V. Feigenbaum; b) Philip Crosby; c) W. Edward Deming; d) Genichi Taguchi. | C |
| 26. | <p>TQM initiatives often fail due to:</p> <ul style="list-style-type: none"> a) a lack of adaption of essential quality measures to monitor important factors; b) the complex and dynamic character of the systems; c) customer relationships; d) the guidance for performance improvement. | A |
| 27. | <p>The next step in preventing defects after inspection was:</p> <ul style="list-style-type: none"> a) quality control b) supervise c) post-operational control d) search visual defects | A |
| 28. | <p>Quality assurance means:</p> <ul style="list-style-type: none"> a) Part of quality management focused on meeting quality requirements b) creation of a climate of confidence both inside and outside the organization regarding its efforts and results in achieving quality c) Part of quality management focus on increasing the ability to meet requirements d) Quality control | B |
| 29. | <p>Quality Control refers to:</p> | C |

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| | <ul style="list-style-type: none"> a) Proving that the process can produce the product under operating conditions with minimal inspection; b) Optimizing the product features so as to meet the producer needs and customer needs; c) technical and operational aspects within an organization with a view to meeting the requirements referring to quality d) Developing a process which is able to produce the product. | |
| 30. | <p>The Deming Prize is awarded in:</p> <ul style="list-style-type: none"> a) Australia; b) The U.S.A.; c) Japan; d) The E.U. | C |
| 31. | <p>The definition of TQM as being prevention of defects by a systematic analysis belongs to:</p> <ul style="list-style-type: none"> a) Joseph M. Juran; b) W. Edward Deming; c) Kaoru Ishikawa; d) Ph. Crosby. | C |
| 32. | <p>The principles of implementing TQM - Factual approach in making decisions means:</p> <ul style="list-style-type: none"> a) decisions at any level must be made after a logical analysis of data and information b) the desired result is obtained more efficiently when the related activities and resources are included c) the creation of valuable products greatly depends on partners and suppliers d) the organizations depend on understanding customer needs | A |
| 33. | <p>TQM philosophy is:</p> <ul style="list-style-type: none"> a) the prevention of the causes of errors b) strategic action of the middle management c) measuring efficiency by maximum values of quality costs d) one time improvement | A |
| 34. | <p>EFQM principle called Achieving balanced results refers to:</p> <ul style="list-style-type: none"> a) ensuring progress by planning and obtaining results which meet both the long-term and the short-term needs b) managing the organization by structured and strategically aligned process c) developing and maintaining relations of trust d) integrating in the organization culture a set of ethical principles | A |
| 35. | <p>In order to stimulate organizations to implement TQM, European Foundation for Quality Management instituted The European Quality award in 1991:</p> <ul style="list-style-type: none"> a) only for private organizations b) only for non-profit organizations c) only for state organizations d) private, non-profit or state organizations | D |
| 36. | <p>Important basic pillars in applying TQM, are:</p> <ul style="list-style-type: none"> a) top management involvement and team work; b) customer focus vision; c) continuous improvement and professional perfection; d) all the responses are correct; | D |
| 37. | <p>The results taken into account for an organization to be evaluated in the European Quality Award are, is the way in which organization is perceived by:</p> <ul style="list-style-type: none"> a) customers b) staff c) society d) all the responses are correct | D |