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Question: 1

Process of envisioning the organization's future and developing the necessary procedures and operations to achieve that future is called:

- A. Foregoing planning
- B. Strategic planning
- C. Operational planning
- D. Organizational planning

Answer: B

Question: 2

What focuses on the roles of senior managers in guiding an organization to fulfill its missions and meet its goals?

- A. Senior management
- B. Operational control
- C. Executive leadership
- D. Board of Control

Answer: C

Question: 3

Effective leadership requires which core leadership skills?

- A. vision, empowerment, intuition, self-understanding, and value congruence
- B. vision, mission, intuition, process-control, and value congruence
- C. mission, empowerment, perception, self-understanding, and value congruence
- D. mission, presentiment, intuition, self-understanding, and correspondence

Answer: A

Question: 4

What is based on the presumption that it is determined by what a customer wants?

- A. Property
- B. Trait
- C. Superiority
- D. Quality

Answer: D

Question: 5

_____ are targets and tolerances determined by designers of products and services.

- A. Terms
- B. Specifications
- C. Constraints
- D. Provision

Answer: B

Question: 6

Total quality is based on which of the following fundamental principle?

- A. Focus on customers and stakeholders
- B. Participation and teamwork by everyone in the organization
- C. Process focus supported by continuous improvement and learning
- D. All of the above

Answer: D

Question: 7

What refers to both incremental improvements that are small and gradual as well as break through, and large and rapid, improvement?

- A. Continuous improvement
- B. Re-growth
- C. Streamlined improvement
- D. Rationalized improvement

Answer: A

Question: 8

A learning cycle has which of the following four stages?

- A. Planning, Organizing, Measurement, Revision
- B. Planning, Implementation, Assessment, Adjustment
- C. Planning, Execution, Assessment, Revision
- D. Planning, Execution, Evaluation, Improvement

Answer: C

Question: 9

What refers to the basic management systems necessary to function effectively and carryout the principles of total quality?

- A. Infrastructure
- B. Practices
- C. Processes
- D. None of the above

Answer: A

Question: 10

Which of the following is NOT the element of infrastructure?

- A. Customer leadership management
- B. Quality planning
- C. Leadership and strategic planning
- D. Process management

Answer: B

Question: 11

What include a wide variety of graphical and statistical methods to plan work activities, collect data, analyze results, monitor progress, and solve problems?

- A. Statistics
- B. Techniques
- C. system
- D. Tools

Answer: D

Question: 12

An organization that is committed to total quality must apply it at which level?

- A. organizational level
- B. process level
- C. job level
- D. All of the above

Answer: D

Question: 13

A tool for organizing a large number of ideas, opinions and facts relating to a broad problem or subject area is called:

- A. Interrelationship diagram
- B. Affinity diagram
- C. Kinship diagram
- D. Expansive diagram

Answer: B

Question: 14

Which of the following is NOT the management and planning tool?

- A. Affinity diagrams
- B. Tree diagrams
- C. Process decision program charts
- D. Product manufacturing flow charts

Answer: D

Question: 15

What are spreadsheets that graphically display relationships between ideas, activities, or other dimensions in such a way as to provide logical connecting points between each item?

- A. Matrix diagrams
- B. Matrix data analyzed charts
- C. Arrow diagrams
- D. Process diagrams

Answer: A



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