

TEST BANK

Chapter One THE TOTAL QUALITY APPROACH TO QUALITY MANAGEMENT

TRUE/FALSE: Place T or F in the space provided to the left of the statement.

- _____ 1. Quality is not only products and services but also includes people, processes, and the environment.
- _____ 2. Joseph M. Juran is best known for the Seven Deadly Diseases.
- _____ 3. Today's consumers define quality as being flawless and having all of the attributes they want in just the way they want them.
- _____ 4. According to the Three-Legged Stool of Total Quality, the seat of the stool is customer focus.
- _____ 5. Quality management has a future in the 21st century.

MULTIPLE CHOICE: Circle the letter before the correct answer in each of the following questions.

- 1. The total quality approach has which of the following characteristics?
 - A. Teamwork
 - B. Obsession with quantity
 - C. Confusion and poor leadership
 - D. One employee in charge
- 2. Customers want an excellent product or service from an organization that also provides:
 - A. The Deming Cycle
 - B. Quick fixes
 - C. Reliable delivery and after purchase support
 - D. Stamps
- 3. Which of the following functions is part of the Juran Trilogy?
 - A. Pareto Principle
 - B. Quality planning
 - C. Unity of purpose
 - D. Six Sigma Program

4. Crosby's Quality Vaccine consists of three ingredients. Which of the following is not one of the three ingredients?
 - A. Teamwork
 - B. Education
 - C. Determination
 - D. Implementation

5. Which of the following is a trend that will shape the future of quality management?
 - A. The Deming Cycle.
 - B. The Juran Trilogy.
 - C. Global economy.
 - D. Increasing global competition.

Test Key

True/False

1. T
2. F
3. T
4. T
5. F

Multiple Choice

1. A
2. C
3. B
4. A
5. D