



# Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC) Re-accredited at the 'A' Grade Level by the NAAC and ISO 9001:2008

Certified

CRISL rated 'A' (TN) for MBA and MIB Programmes

II MIB [2016-2018]

SEMESTER III

ELECTIVE I : TOTAL QUALITY MANAGEMENT - 353X1

Multiple Choice Questions.

1. Variation in the measurement of items produced under any system is \_\_\_\_\_.
- A. inevitable.
  - B. evitable.
  - C. non evitable
  - D. static.

ANSWER: A

2. The variation due to \_\_\_\_\_ factors is tolerable
- A. Chance.
  - B. Likelihood.
  - C. Probable.
  - D. Contingent.

ANSWER: A

3. Statistical quality control takes care of the variations due to \_\_\_\_\_ causes.
- A. Discrete.
  - B. Normal.
  - C. Assignable.
  - D. Abnormal.

ANSWER: C

4. Through statistical quality control one finds whether the process is under \_\_\_\_\_ or not.
- A. non-control
  - B. Regulation.
  - C. Control.
  - D. Restriction.

ANSWER: C

5. Whether the variability in the manufactured items is within tolerance limits or not can be ascertained through \_\_\_\_\_.
- A. Pie-chart.
  - B. Histogram.
  - C. Stimulation.
  - D. Control charts.

ANSWER: D

6. A control chart contains \_\_\_\_ lines.

- A. Two
- B. three
- C. four
- D. five

ANSWER: B

7. In control charts we establish \_\_\_\_\_ limits.

- A. Zero sigma.
- B. One sigma
- C. Two sigma.
- D. Three sigma.

ANSWER: D

8. Control limits utilize the constant factors given by \_\_\_\_\_

- A. Joseph Juran
- B. Shewhart.
- C. David-Ricardo
- D. Deming.

ANSWER: B

9. In case of small samples, range and \_\_\_\_\_ vary concurrently in the same direction

- A. Mean.
- B. Median.
- C. Mode
- D. Sd.

ANSWER: D

10. X bar charts discover assignable causes \_\_\_\_\_ samples.

- A. Between.
- B. Within.
- C. Among.
- D. Inside.

ANSWER: A

11. If x - bar chart reveals that the process is under control there is no need of preparing\_\_\_\_\_.

- A. bar chart.
- B. pie chart
- C. r chart
- D. Sigma chart.

ANSWER: C

12. R charts are economical than\_\_\_\_\_.

- A. Ordinary chart.
- B. bar chart.
- C. pie chart

D. sigma chart.

ANSWER: D

13. A peculiar pattern of points within the control limits of quality control charts is indicated of \_\_\_\_\_.

A. non-assignable causes

B. assignable causes.

C. normal causes.

D. abnormal causes.

ANSWER: B

14. In case of fraction defective, the variable under consideration is \_\_\_\_\_.

A. non- autonomous.

B. Autonomous

C. Dichotomous.

D. Monotomous.

ANSWER: C

15. The variance of the fraction defectives is obtained by the variance of \_\_\_\_\_ distribution.

A. Discrete.

B. Normal.

C. Poisson.

D. Binomial.

ANSWER: D

16. If better is the quality of the product \_\_\_\_\_ is the sample size required .

A. larger

B. Smaller.

C. Medium.

D. Minute.

ANSWER: A

17. Control charts for number of defects are prepared when occurrence per item is \_\_\_\_\_ as compared to the number of defective items.

A. Small.

B. Large.

C. Minute.

D. Medium.

ANSWER: B

18. Number of defects follows \_\_\_\_\_ distribution

A. Normal.

B. Binomial.

C. Poisson.

D. Kurtosis.

ANSWER: C

19. Sampling inspection results into \_\_\_\_\_ in the process of inspection than total inspection

- A. greater efficiency
- B. Profits.
- C. Gains.
- D. better results.

ANSWER: A

20. Sampling inspection enables one to compare to \_\_\_\_\_.

- A. control process.
- B. manufacturing process
- C. re-engineering process
- D. distribution process.

ANSWER: B

21. The control limits delimited by the consumer are known as \_\_\_\_\_ limits.

- A. Norm.
- B. Brand.
- C. Specification
- D. Standard.

ANSWER: C

22. Cent percent inspection is a must in case where single defective item is \_\_\_\_\_.

- A. a. Real.
- B. Normal.
- C. Nominal.
- D. Fatal.

ANSWER: D

23. No inspection is called for when items are of \_\_\_\_\_.

- A. high quality
- B. high quantity
- C. low quantity.
- D. low quality.

ANSWER: A

24. Sampling inspection protects the producer from \_\_\_\_\_.

- A. Theft.
- B. Losses.
- C. Forgery.
- D. Risk.

ANSWER: B

25. The decision about the lot under sampling inspection is of \_\_\_\_\_ types.

- A. One.
- B. Two.
- C. Three.
- D. Zero.

ANSWER: C

26. Sampling inspection reduces the risk of the \_\_\_\_\_.

- A. Manufacturer.
- B. Retailer.
- C. Distributor.
- D. Purchaser.

ANSWER: D

27. Consumer risk is akin to \_\_\_\_\_ error

- A. type 2.
- B. type 3.
- C. type4
- D. type5.

ANSWER: A

28. If a defect stops the function of an item it is known as \_\_\_\_\_ defect.

- A. Minute.
- B. Major.
- C. Minor.
- D. Simple.

ANSWER: B

29. Producers risk is referred as \_\_\_\_\_ error.

- A. Probable
- B. standard.
- C. type1.
- D. type2.

ANSWER: C

30. A defect in an item reducing its efficiency is classified as \_\_\_\_\_ defect.

- A. Normal.
- B. Abnormal.
- C. Major.
- D. Minor.

ANSWER: D

31. The average fraction defective is also termed as \_\_\_\_\_ average

- A. producers process.
- B. manufacturing process.
- C. distribution process.
- D. input- output process.

ANSWER: A

32. Sequential analysis was developed in the year \_\_\_\_\_.

- A. 1946.
- B. 1947.
- C. 1948.
- D. 1949.

ANSWER: B

33. The decision based on inspection by variables is \_\_\_\_\_ reliable than by attributes

- A. Less.
- B. less than.
- C. More.
- D. more than.

ANSWER: C

34. Drawing units from a lot or process irrespective of their quality is known as \_\_\_\_\_.

- A. Random sampling.
- B. Judgment sampling.
- C. Snowball sampling.
- D. Blind sampling.

ANSWER: D

35. The expected sample size required to arrive at a decision about the lot is called the \_\_\_\_\_.

- A. Average sample number.
- B. Average sample size.
- C. Average sample lot.
- D. Average sample unit.

ANSWER: A

36. The average sample number depends on the \_\_\_\_\_ present in the lot.

- A. proportion of units
- B. proportion of defectives.
- C. proportion of size.
- D. proportion of samples.

ANSWER: B

37. A sample inspection plan is considered satisfactory if it is not \_\_\_\_\_.

- A. Adequate.
- B. Measurable.
- C. Complicated.
- D. Simple.

ANSWER: C

38. Sequential sampling plan requires \_\_\_\_\_ amount of inspection

- A. Maximum.
- B. Reasonable.
- C. Moderate.
- D. Minimum.

ANSWER: D

39. The theory of sequential sampling plan was originally given by \_\_\_\_\_.

- A. A Wald.
- B. Adam Smith.
- C. David Ricardo.
- D. Deming and Crosby.

ANSWER: A

40. Sampling inspection plans were pioneered by\_\_\_\_\_.

- A. Juran and Deming
- B. Dodge and Roming
- C. Adam smith and Walter
- D. Deming and Crosby.

ANSWER: B

41. In a sequential decision problem, the total spare is divided into\_\_\_\_\_regions

- A. One.
- B. Two.
- C. Three
- D. Four.

ANSWER: C

42. Sampling inspection plans are meant for\_\_\_\_\_.

- A. automatic control
- B. process control.
- C. system control.
- D. product control.

ANSWER: D

43. The control charts help to achieve \_\_\_\_\_.

- A. process control
- B. automatic control.
- C. digital control
- D. system control.

ANSWER: A

44. Control on the quality of product by critical examination at strategic points is called\_\_\_\_\_.

- A. product control
- B. process control.
- C. production control.
- D. input-output control.

ANSWER: A

45. In sequential sampling, the sampling inspection is reduced by\_\_\_\_\_ percent as compared to single sampling plan.

- A. 20-35.
- B. 35-50.
- C. 50-65.
- D. 65-80.

ANSWER: B

46. In sequential sampling plan the sample size is \_\_\_\_\_.

- A. random size.
- B. random design.

- C. random variable.
- D. random number.

ANSWER: C

47. In double sampling plan, there is a \_\_\_\_\_ percent saving in sampling inspection as compared to single sampling plan

- A. 1-9.
- B. 10-17.
- C. 18-24.
- D. 25-33.

ANSWER: D

48. To ensure that the proportion of defective items in the manufactured product is not beyond certain limits is called \_\_\_\_\_.

- A. Process control
- B. System control.
- C. Product control.
- D. Systematic control.

ANSWER: A

49. The control limits delimited by the consumer are called \_\_\_\_\_.

- A. Modified control limits
- B. Natural control limits.
- C. Specified control limits.
- D. Artificial control limits.

ANSWER: B

50. Sampling inspection procedure by variables as compared to by attributes is \_\_\_\_\_.

- A. more prevalent
- B. not practiced.
- C. less prevalent.
- D. Practiced.

ANSWER: C

51. The sampling inspection procedure adopted in statistical quality control is of \_\_\_\_\_ types.

- A. Two.
- B. Three.
- C. Four.
- D. Five.

ANSWER: A

52. The decision about the lot under sampling inspection procedures can be of \_\_\_\_\_ types.

- A. One.
- B. Two.
- C. Three.
- D. Four.

ANSWER: B



53. The expected sample size required to arrive at a decision about the lot is called \_\_\_\_\_.

- A. Random variable
- B. Average sample number
- C. Random design
- D. Average sample size.

ANSWER: B

54. A control chart based on known parameter values is \_\_\_\_\_.

- A. more advantageous than the one based on estimated values
- B. complicated than that of control chart based on estimated values
- C. less reliable than the control chart based on estimated values
- D. less reliable than the control chart based on calculated values

ANSWER: A

55. A sequential sampling plan is \_\_\_\_\_.

- A. an infinite process.
- B. the process requiring much more sampling units than a fixed sized sample.
- C. process in which sampling terminates with probability one.
- D. a finite process

ANSWER: C

56. The decision in a sequential sampling scheme is taken \_\_\_\_\_.

- A. after inspecting the sample as a whole.
- B. after selection and inspection of items one by one.
- C. before inspecting the sample as a whole.
- D. before selection and inspection of items one by one

ANSWER: B

57. In a double sampling plan a decision about the acceptance or rejection of a lot \_\_\_\_\_.

- A. will never reach
- B. will always reach.
- C. will sometimes reach.
- D. will reach.

ANSWER: B

58. In a decision problem under sequential sampling scheme the total decision space is divided into \_\_\_\_\_.

- A. one region namely acceptance.
- B. equally shaped regions consisting of alternating acceptance and rejection regions.
- C. three regions namely the regions of acceptance , rejection and continuance.
- D. two regions namely the region of rejection and continuance.

ANSWER: C

59. \_\_\_\_\_ is considered as the essence of management .

- A. Co-ordination.
- B. Planning.
- C. Staffing.
- D. Directing.

ANSWER: A

60. \_\_\_\_\_ is a vital aspect of the managerial process.

- A. Controlling.
- B. Communication.
- C. Performance-appraisal.
- D. Merit rating.

ANSWER: B

61. \_\_\_\_\_ is the process by which information is transmitted between individuals and or an organization so that an understanding response results.

- A. Selection.
- B. Recruitment.
- C. Communication.
- D. Quality-control.

ANSWER: C

62. \_\_\_\_\_ consists of converting the idea, or message into form of words, symbols , pictures, actions for transmission.

- A. Liztening.
- B. Coding
- C. De-coding.
- D. Encoding.

ANSWER: D

63. \_\_\_\_\_ simply means getting things done through others

- A. Management.
- B. Financial management
- C. Operations management
- D. International management

ANSWER: A

64. \_\_\_\_\_ means assignment of meaning by a person to the stimuli he receives from his environment

- A. Stimuli.
- B. Perception.
- C. Communication.
- D. Organizational development.

ANSWER: B

65. \_\_\_\_\_ means putting thoughts into communication symbols in communication process.

- A. Transmission.
- B. Responding
- C. Encoding.
- D. De-coding.

ANSWER: C

66. Conveyance of communication symbols to the receiver is called\_\_\_\_\_.

- A. Encoding.
- B. de-coding.
- C. Transcription.
- D. Transmission.

ANSWER: D

67. Translating the idea into action by the receiver in the communication process is called

- \_\_\_\_\_.
- A. Responding.
  - B. Retrieving.
  - C. Receiving.
  - D. Decoding.

ANSWER: A

68. \_\_\_\_\_ is the written message or response from the receiver to the transmitter.

- A. Action.
- B. Feedback.
- C. Reaction.
- D. Stimuli.

ANSWER: B

69. \_\_\_\_\_ communication is transmitted by the mail , facts , telegraph, telex, news papers, magazines, notice boards etc.

- A. Horizontal.
- B. Vertical.
- C. Written.
- D. Visual.

ANSWER: C

70. \_\_\_\_\_ communication is also known as grape vine .

- A. Formal.
- B. Lateral.
- C. Visual
- D. Informal.

ANSWER: D

71. Facial expression and gestures , posters , slides fall under \_\_\_\_\_ communication

- A. Visual.
- B. face to face.
- C. Horizontal.
- D. Vertical.

ANSWER: A

72. Select the one which is not the principle of communication

- A. Principles of clarity
- B. Principles of truth.
- C. Principles of correctness
- D. Principles of courtesy.

ANSWER: B

73. \_\_\_\_\_ has pointed out that the grape vine is more a product of the situation than of the person .

- A. Prof. Amanatullan.
- B. Prof. Siris kumar Bhattacharya
- C. Prof. Keith Davis.
- D. Prof. S. Sachdeva.

ANSWER: C

74. \_\_\_\_\_ communication is also known as diagonal communication which signifies that communication between different departments.

- A. Lateral.
- B. Horizontal.
- C. Cross wire.
- D. Cross sectional.

ANSWER: C

75. \_\_\_\_\_ is a process of influence on a group towards the accomplishment of goals.

- A. Group cohesiveness
- B. Fellow ship.
- C. Group dynamics.
- D. Leadership.

ANSWER: D

76. Autocratic leadership is also known as \_\_\_\_\_.

- A. Authoritarian leadership
- B. Democratic leadership.
- C. Laissez faire leadership
- D. Free rein leadership.

ANSWER: A

77. Autocratic style is conceived by \_\_\_\_\_ as hard approach to management under theory x.

- A. id- Ricardo.
- B. Mc-Gregor
- C. Adam Smith.
- D. De-Morgan

ANSWER: B

78. \_\_\_\_\_ style of leadership is based upon positive assumption about human beings.

- A. Autocratic.
- B. Laissez faire.
- C. Democratic.
- D. Situationalistic.

ANSWER: C

79. Trait theory of leadership was pronounced by \_\_\_\_\_ attempts to classify Physical, mental and personality are associated with leadership success

- A. Kelly.
- B. F.E Fiedler
- C. Robert j house
- D. Mouton.

ANSWER: A

80. \_\_\_\_\_ theory is based on the premise that effective leadership is the result of effective role behavior.

- A. Situational.
- B. Behavioral.
- C. Managerial grid.
- D. Path goal leadership.

ANSWER: B

81. Contingency theory of leadership was developed by \_\_\_\_\_.

- A. F W Taylor.
- B. Henry Fayol.
- C. F E Feidler
- D. Robert Simon

ANSWER: C

82. Contingency theory of leadership was developed in the year \_\_\_\_\_.

- A. 1964.
- B. 1965.
- C. 1966.
- D. 1967.

ANSWER: D

83. Path goal leadership theory was proposed by \_\_\_\_\_.

- A. Robert J House.
- B. Robert Simon.
- C. Henry Fayol.
- D. F E Feidler.

ANSWER: A

84. \_\_\_\_\_ theory attempts to predict leadership effectiveness in different situation.

- A. Trait theory.
- B. Path goal leadership theory
- C. Situational theory
- D. Autocratic theory

ANSWER: B

85. Path goal leadership theory was developed in the year \_\_\_\_\_.

- A. 1969.
- B. 1970.
- C. 1971.
- D. 1972.

ANSWER: C

86. \_\_\_\_\_ theory was developed by Blake and Mouton as a popular application of both tasks and person orientation.

- A. Clerical grid.
- B. Economical grid.
- C. Behavioral grid.
- D. Managerial grid.

ANSWER: D

87. Managerial grid theory of leadership was developed in the year \_\_\_\_\_.

- A. 1978.
- B. 1979.
- C. 1980.
- D. 1981.

ANSWER: A

88. \_\_\_\_\_ is relatively a permanent change in behavior as a result of experience.

- A. Co-ordination.
- B. Learning.
- C. Conflict.
- D. Stress.

ANSWER: B

89. \_\_\_\_\_ a set of important understandings that members of a community share in common.

- A. Managerial grid.
- B. Group.
- C. Culture.
- D. Group dynamics.

ANSWER: C

90. The concept of organizational climate was formalized in the year.

- A. 1937.
- B. 1938.
- C. 1939.
- D. 1940.

ANSWER: D

91. The primary purpose of \_\_\_\_\_ is to make the best use of the personnel element in any corporate enterprise

- A. Personnel management
- B. Human resource management.
- C. Personal management.
- D. Organisational management

ANSWER: A

92. \_\_\_\_\_ is the process of increasing the skills and knowledge of personnel for the purpose of improving individual and organizational performance.

- A. Selection.

- B. Training.
- C. Orientation.
- D. Recruitment.

ANSWER: B

93. \_\_\_\_\_ is also known as merit rating.

- A. Critical analyses.
- B. Critical park.
- C. Performance appraisal.
- D. Task force analyses.

ANSWER: C

94. \_\_\_\_\_ is a systematic evaluation of the personal qualities and performance of each employee by his supervisor.

- A. Credit rating.
- B. Risk analyses.
- C. Appraisal.
- D. Merit rating.

ANSWER: D

95. Select the odd one which is not the management function.

- A. Co-ordination.
- B. Planning.
- C. Directing.
- D. Controlling.

ANSWER: A

96. Select the odd one which is not the operative function of management.

- A. Procurement.
- B. Organization.
- C. Development.
- D. Integration.

ANSWER: B

97. \_\_\_\_\_ is always forward looking in management

- A. Controlling.
- B. Co- operation.
- C. Planning.
- D. Cohesiveness.

ANSWER: C

98. \_\_\_\_\_ is backward looking in management

- A. Staffing.
- B. Directing.
- C. Supervision.
- D. Controlling.

ANSWER: D

99. Measurement and correction of performance of activities of subordinates falls under \_\_\_\_\_.

- A. Controlling.
- B. Motivating.
- C. Morale.
- D. job enrichment.

ANSWER: A

100. \_\_\_\_\_ is considered as the heart of the management process.

- A. Job rotation.
- B. Direction.
- C. Job analysis.
- D. Supervision.

ANSWER: B

101. \_\_\_\_\_ is managerial function consisting of all those activities which are concerned directly with the guiding influencing and supervising the subordinates in their jobs.

- A. Development.
- B. Procurement.
- C. Directing.
- D. Compensation.

ANSWER: C

102. \_\_\_\_\_ is used in the sense of an enterprise or a business unit.

- A. Planning.
- B. Controlling.
- C. Co-ordination.
- D. Organization.

ANSWER: D

103. \_\_\_\_\_ may be considered as consisting of division of work among people and co-ordination of their activities towards some objectives.

- A. Organization.
- B. Management.
- C. Development.
- D. Education.

ANSWER: A

104. \_\_\_\_\_ is a fundamental function of personnel management

- A. Co-ordination.
- B. Planning.
- C. Staffing.
- D. Directing.

ANSWER: B

105. \_\_\_\_\_ involves deciding in advance what is to be done, where, how, and by whom it is to be done.

- A. Co-ordination.
- B. Controlling.



- C. Planning.
  - D. Directing.
- ANSWER: C

106. \_\_\_\_\_ is concerned with sustaining and improving the conditions which have been established.

- A. Development.
- B. Compensation.
- C. Integration.
- D. Maintenance.

ANSWER: D

107. \_\_\_\_\_ includes reconciling the interest of employees with the organizational objectives.

- A. Integration
- B. Development.
- C. Leadership.
- D. Morale.

ANSWER: A

108. \_\_\_\_\_ is concerned with the wages and salaries administration to remunerate the employees for their service

- A. Procurement.
- B. Compensation.
- C. Co-ordination.
- D. Maintenance

ANSWER: B

109. \_\_\_\_\_ implies the increase of skills through training that is necessary for proper job performance.

- A. Training.
- B. Procurement.
- C. Development.
- D. Supervision.

ANSWER: C

110. \_\_\_\_\_ is concerned with the obtaining of the proper kind and the number of personnel necessary to accomplish necessary organizational goals.

- A. Staffing.
- B. Directing.
- C. Organization.
- D. Procurement.

ANSWER: D

111. \_\_\_\_\_ refers to the alteration of structural relationships and role of the people in the organization.

- A. Organizational change.
- B. Organizational culture.

- C. Organizational climate.
- D. Organizational conflict.

ANSWER: A

112. \_\_\_\_\_ is a practical approach in launching and diffusing change in an organization.

- A. Organizational conflict.
- B. Organizational development
- C. Organizational culture.
- D. Organizational climate.

ANSWER: B

113. \_\_\_\_\_ means creation of utilities and covers all the activities of procurement, allocation and utilization of resources such as labour, energy which have want satisfying power.

- A. Operation.
- B. System.
- C. Production.
- D. Distribution

ANSWER: C

114. \_\_\_\_\_ is a process of planning and regulating the operation of that part of an enterprise which is responsible for actual transformation of materials into finished products.

- A. Manufacturing management.
- B. Operation management
- C. Systems management.
- D. Production management.

ANSWER: D

115. \_\_\_\_\_ function develops a physical relationship between inputs and outputs.

- A. Production.
- B. System.
- C. e-manufacturing.
- D. assembly line.

ANSWER: A

116. \_\_\_\_\_ may be defined as the ration between output and input.

- A. Production.
- B. Productivity.
- C. Batch production.
- D. Job production.

ANSWER: B

117. \_\_\_\_\_ is the ratio of available goods and services to the potential resources of the community or the country.

- A. Purchasing power.
- B. Simulation.
- C. Productivity.
- D. Demography.

ANSWER: C

118. \_\_\_\_\_ is the third step in the production planning and control.

- A. Routing.
- B. Scheduling.
- C. Expediting.
- D. Dispatching.

ANSWER: D

119. \_\_\_\_\_ in the production planning and control is checking of work and taking corrective steps to ensure that each piece of work is completed at the right time.

- A. Expediting.
- B. Dispatching.
- C. Routing.
- D. Scheduling

ANSWER: A

120. Production planning starts with \_\_\_\_\_.

- A. Scheduling.
- B. Routing.
- C. Dispatching.
- D. Expediting.

ANSWER: B

121. \_\_\_\_\_ involves implementation of production plans or schedules by coordinating different activities.

- A. Production planning.
- B. Production schedule.
- C. Production control.
- D. Productivity.

ANSWER: C

122. A production system uses \_\_\_\_\_ to perform inputs into some desired output

- A. operations system.
- B. operations materials.
- C. operations services.
- D. operations resources.

ANSWER: D

123. The services that simply make the external customers life easier is called

- A. Value added services
- B. Value added products.
- C. Service products.
- D. Luxury products.

ANSWER: A

124. The products that are made correctly and customized to consumer needs are called

\_\_\_\_\_.

- A. core products.

- B. essential products.
- C. durable products.
- D. core services.

ANSWER: B

125. The ability to rapidly increase or decrease production levels or shift production capacity quickly from one product or service to another is called \_\_\_\_\_.

- A. capacity uncertainty.
- B. capacity alteration.
- C. capacity flexibility.
- D. capacity certainty.

ANSWER: C

126. Automation version of the generic manufacturing process, where in the three manufacturing functions are replaced by the automated technologies is called \_\_\_\_\_.

- A. Automated materials handling system.
- B. Flexible manufacturing system.
- C. Computer integrated manufacturing system.
- D. Production planning system.

ANSWER: A

127. Whole time directors are also known as \_\_\_\_\_.

- A. inside directors.
- B. part-time directors.
- C. outside directors.
- D. full-time directors.

ANSWER: A

128. \_\_\_\_\_ executive system may lead to power concentration in organization.

- A. Double chief.
- B. Single chief.
- C. Main chief.
- D. Triple chief.

ANSWER: B

129. In very large organization \_\_\_\_\_ officers also appointed to support chief executive and chief operating officers.

- A. Executive planning officer.
- B. Strategic planning officer.
- C. Financial planning officer.
- D. Corporate planning officer

ANSWER: D

130. \_\_\_\_\_ directors are those who not devote full time to the affairs of the company.

- A. Sub-directors.
- B. Main director.
- C. Full-time director.
- D. Part-time director.

ANSWER: D

131. The word Strategy originated from \_\_\_\_\_.

- A. management science.
- B. social science.
- C. political science
- D. military science.

ANSWER: D

132. The meaning of the word Strategy is \_\_\_\_\_.

- A. Partnership.
- B. Scholarship.
- C. Generalship.
- D. Dictatorship.

ANSWER: C

133. Full form of SBU is \_\_\_\_\_.

- A. Strategic business union.
- B. Strategic business unit.
- C. Strategic business unity.
- D. Sole proprietor business unit.

ANSWER: B

134. \_\_\_\_\_ level strategy is made in case the firm is a multi product firm.

- A. Corporate.
- B. Trade.
- C. Business.
- D. Function.

ANSWER: C

135. Corporate level strategy requires high level of \_\_\_\_\_ capabilities.

- A. co-operation.
- B. Systematic.
- C. Normal.
- D. Adaptability.

ANSWER: D

136. \_\_\_\_\_ level strategy comes below functional level strategy.

- A. Situational.
- B. Corporate.
- C. Operational.
- D. Functional.

ANSWER: C

137. \_\_\_\_\_ is a choice of certain course of action which is derived by judgment.

- A. Evaluation.
- B. Choice.
- C. Selection.

D. Decision.  
ANSWER: D

138. Lower level managers are also known as \_\_\_\_\_.
- A. supervisory level managers.
  - B. corporate level managers.
  - C. functional level managers.
  - D. middle level managers.

ANSWER: A

139. Strategic management is mainly concerned with \_\_\_\_\_.
- A. functional level management.
  - B. top level management.
  - C. middle level management.
  - D. lower level management.

ANSWER: B

140. \_\_\_\_\_ are calculated predictions of future based on extrapolation.
- A. Futures.
  - B. Events.
  - C. Forecasts.
  - D. Incidents.

ANSWER: C

141. \_\_\_\_\_ is a process that relates an organization with its environment through some suitable course of action involving substantives as well as procedural dimension.
- A. Operational management.
  - B. Functional management.
  - C. Supervisory management.
  - D. Strategic management.

ANSWER: D

142. \_\_\_\_\_ approach focuses on status quo.
- A. Holistic approach.
  - B. Tactical approach.
  - C. Systems approach.
  - D. Contingency approach

ANSWER: B

143. Business firm emphasis on attracting new \_\_\_\_\_.
- A. Customers.
  - B. People.
  - C. target groups.
  - D. Suppliers.

ANSWER: A

144. \_\_\_\_\_ firms have comparatively small interest groups.
- A. Company.

- B. Business firm.
- C. Organization.
- D. Trading.

ANSWER: B

145. All the elements of strategic management are \_\_\_\_\_ in nature

- A. Chronologically.
- B. Equal.
- C. Sequential.
- D. Orderly.

ANSWER: C

146. The \_\_\_\_\_ approach considers only the immediate future.

- A. situationalistic approach.
- B. holistic approach.
- C. systems approach
- D. tactical approach

ANSWER: D

147. The functions of \_\_\_\_\_ are not quite related to strategic management

- A. board of directors.
- B. chief executives
- C. personnel manager.
- D. managing director.

ANSWER: A

148. Corporate planning staff functions in \_\_\_\_\_ capacity

- A. Managerial.
- B. Staff.
- C. Personal.
- D. Official.

ANSWER: B

149. \_\_\_\_\_ formulates long term plans for the organization.

- A. Staff members
- B. Business executives
- C. Chief executives
- D. Board members

ANSWER: C

150. The legal functions that board of directors of any company are described in \_\_\_\_\_.

- A. Partnership act.
- B. Companies act.
- C. MRTP act.
- D. Indian companies act

ANSWER: D

151. As per \_\_\_\_\_ model strategic formulations are made from general to specific

- A. Holistic model.
- B. System model.
- C. Baumol model
- D. Tactical model.

ANSWER: A

152. \_\_\_\_\_ attempts to provide an understanding about the objectives that a firm is set out to achieve.

- A. Strategic planning.
- B. Strategic intent
- C. Strategic management
- D. Strategic decisions

ANSWER: B

153. A mission should be \_\_\_\_\_ both in terms of intension and words.

- A. Simple.
- B. Brief.
- C. Clear.
- D. Vague.

ANSWER: C

154. \_\_\_\_\_ states the image which the organization wishes to project.

- A. Objectives.
- B. Plan.
- C. Vision.
- D. Mission.

ANSWER: D

155. Good \_\_\_\_\_ fosters long term thinking.

- A. Vision.
- B. Mission.
- C. Plan.
- D. Target.

ANSWER: A

156. The mission should be feasible that is; it should have only \_\_\_\_\_ targets.

- A. Achievable.
- B. High.
- C. Focused.
- D. Low.

ANSWER: A

157. \_\_\_\_\_ have given guidelines to provide a visionary company.

- A. Adams.
- B. Collins.
- C. Sharma.
- D. Patel.

ANSWER: B



158. \_\_\_\_\_ is the end results which an organization needs to achieve.

- A. Target.
- B. Vision
- C. Objective.
- D. Mission

ANSWER: C

159. \_\_\_\_\_ is a statement of a business or a set of business with which the organization is engaged presently or wishes to engage in future.

- A. Business goals
- B. Business process
- C. Business plan.
- D. Business definition.

ANSWER: D

160. The dimensions of business definitions are \_\_\_\_\_.

- A. Customer.
- B. Plan.
- C. Mission
- D. Supplier.

ANSWER: A

161. \_\_\_\_\_ dimensions of business definition specifies what activities are to be undertaken to produce and deliver products/services.

- A. Product dimension
- B. Technology dimension.
- C. Functional dimension
- D. Process dimension

ANSWER: B

162. \_\_\_\_\_ objectives are at the top of hierarchy of objectives

- A. Functional objectives.
- B. Social objectives
- C. Societal objectives.
- D. Individual-level objectives

ANSWER: C

163. \_\_\_\_\_ objectives are at the lowest level of the hierarchy

- A. Functional objectives.
- B. Social objectives.
- C. Societal objectives
- D. Individual-level objectives.

ANSWER: D

164. Objectives of any organization should be \_\_\_\_\_ instead of being idealistic.

- A. Rational.
- B. Social.

- C. Economical.
- D. Individualistic.

ANSWER: A

165. Objectives should always start with the word \_\_\_\_\_.

- A. For
- B. To.
- C. By.
- D. From.

ANSWER: B

166. \_\_\_\_\_ is based on the concept of total or complete perfection

- A. Zero defect management
- B. No defect management.
- C. Economical management.
- D. Technological management.

ANSWER: A

167. \_\_\_\_\_ is a group of products within a product class that are closely related.

- A. Product innovation.
- B. Product line.
- C. Product modification.
- D. Product development.

ANSWER: B

168. \_\_\_\_\_ is a set of all goods and services that are made available for sale.

- A. Product plan.
- B. Product development.
- C. Product mix.
- D. Product line.

ANSWER: C

169. The method in which communication is done in written form for arriving at a decision is called \_\_\_\_\_.

- A. Management technique.
- B. Monte-carlo technique
- C. Simulation
- D. Delphi technique.

ANSWER: D

170. The full form of OCP is \_\_\_\_\_.

- A. Organizational capability profile.
- B. Organizational capacity profile.
- C. Organizational competitive profile
- D. Organizational composite profile

ANSWER: A

171. \_\_\_\_\_ gives a position of superiority to any organization.

- A. Competitive price.
- B. Competitive advantage.
- C. Competitive position.
- D. Competitive dynamics.

ANSWER: B

172. There are \_\_\_\_\_ generations of bench marking

- A. Three.
- B. Four.
- C. Five.
- D. Six.

ANSWER: C

173. Benchmarking is a tool to generate \_\_\_\_\_.

- A. competitive positioning
- B. competitive brand.
- C. competitive pricing.
- D. competitive advantage.

ANSWER: D

174. Competitive advantage profile is also known as \_\_\_\_\_.

- A. Strategic advantage profile.
- B. Strategic business profile.
- C. Strategic decision profile.
- D. Strategic policy profile.

ANSWER: A

175. End game strategy is another name for \_\_\_\_\_ strategy.

- A. Profit strategy.
- B. Competitive strategy.
- C. Functional strategy.
- D. Dimensional strategy.

ANSWER: A

176. Turn around strategy is also known as \_\_\_\_\_ strategy.

- A. Functional strategy.
- B. Cut back strategy.
- C. Dimensional strategy.
- D. Competitive strategy.

ANSWER: B

177. \_\_\_\_\_ may be defined as a single use plan.

- A. Objectives.
- B. Budget.
- C. Programme.
- D. Objectives.

ANSWER: C

178. On the basis of \_\_\_\_\_ policies are formulated at corporate level and are communicated to SBU heads.

- A. commercial papers
- B. financial papers
- C. budget papers.
- D. position papers.

ANSWER: D

179. \_\_\_\_\_ are prepared to get a background on which strategic budget can be prepared.

- A. Position papers
- B. Commercial papers.
- C. Financial papers.
- D. Budget papers.

ANSWER: A

180. Each SBU has its own tailor made \_\_\_\_\_ as per its own capabilities and requirements.

- A. Policy.
- B. Strategy.
- C. Budget.
- D. Programme.

ANSWER: B

181. The way an individual perceives success or failure is affected by his \_\_\_\_\_.

- A. Culture
- B. Ethics.
- C. Values.
- D. Dynamics.

ANSWER: C

182. Values of a person are a part of his \_\_\_\_\_.

- A. Norms
- B. Ethics.
- C. Groups.
- D. Culture.

ANSWER: D

183. Strategic \_\_\_\_\_ transforms the organization changing faces like culture values , management practices , size and so on.

- A. Leadership.
- B. Scholarship.
- C. Partnership
- D. Dictatorship.

ANSWER: A

184. \_\_\_\_\_ is the activity which is of central importance of strategic leadership.

- A. Morale.
- B. Motivation.
- C. Programme.

D. Objectives.

ANSWER: B

185. There are \_\_\_\_\_ types of strategic control methods.

- A. Two.
- B. Three.
- C. Four.
- D. Five.

ANSWER: C

186. \_\_\_\_\_ is the process of taking into account the changing assumption on which a strategy is based.

- A. Implementation control
- B. Alert control methods.
- C. Strategic surveillance method
- D. Premise control method.

ANSWER: D

187. \_\_\_\_\_ Charts are used for planning the steps necessary to implement Quality improvement.

- A. Gantt charts
- B. Histogram.
- C. Matrix diagram.
- D. Flow charts.

ANSWER: A

188. \_\_\_\_\_ is used to select the most popular or important items from a list.

- A. Multivoting.
- B. Mystery Shopping.
- C. Objective ranking
- D. Nominal group technique

ANSWER: A

189. \_\_\_\_\_ is used for monitoring a process to detect changes or when a change has been made to process input to find out whether the process output changes.

- A. Statistical process control.
- B. Spider Web Diagram
- C. Sampling.
- D. Process analysis.

ANSWER: C

190. \_\_\_\_\_ is used to identify when a value is changing over time.

- A. Gantt chart.
- B. U chart.
- C. Bar chart.
- D.  $\bar{x}$  - MR chart.

ANSWER: D

191. ----- is used to delight the customer through the manufacturing and servicing process by implementing the quality goals of the organization.

- A. QDF.
- B. Quality policy deployment
- C. Dotplots.
- D. Pyramiding.

ANSWER: B

192. ----- are used to collect data when the location of a defect or problem is important.

- A. Brainstorming.
- B. C-chart.
- C. Concentration diagrams
- D. Fault tree analysis.

ANSWER: C

193. ----- is used to estimate the survival period of a particular product unit under certain conditions using a simulated experimental environment.

- A. ABC analysis
- B. Minute analysis
- C. VED analysis.
- D. FSN analysis.

ANSWER: B

194. ----- schemes are used to generate ideas for improvement

- A. Structural schemes.
- B. Analytical schemes.
- C. Suggestion schemes.
- D. Quantitative schemes.

ANSWER: C

195. ----- is used to help a process which aims at making the most effective and efficient use of existing production structures.

- A. SPC.
- B. Total productive maintenance.
- C. Tolerance design.
- D. Taguchi method.

ANSWER: B

196. ----- give a team a methodical way of examining alternatives to reach a collective conclusion which all team members can accept.

- A. Analytical reasoning.
- B. Quantitative analysis.
- C. .Non verbal reasoning.
- D. Consensus reaching.

ANSWER: D

197. ----- is used to design an operation in such a way that specific errors are prevented from causing major problems to the customer.

- A. Error proofing.
- B. Gantt charts.
- C. DPA.
- D. Force analysis.

ANSWER: A

198. \_\_\_\_\_ is a project planning technique which separates the work to be done into discrete elements allowing the key elements that affect the overall project to be identified.

- A. Forcefield analysis
- B. Critical path analysis
- C. Minute analysis.
- D. Fault tree analysis.

ANSWER: B

199. What does PDCA stand for?

- A. Predict-Do-Check-Act.
- B. Plan-Do-Compare-Act.
- C. Predict-Do-Check-Analyze
- D. Plan-Do-Check-Act.

ANSWER: D

200. What does PDSA mean?

- A. Plan-Do-Study-Act.
- B. Predict-Do-Study-Act.
- C. Plan-Do-Study-Analyze.
- D. Predict-Do-Study-Analyze.

ANSWER: A

201. Select the one which is not the element of quality cost?

- A. Cost of production
- B. Cost of prevention.
- C. Cost of appraisal.
- D. Cost of internal failures.

ANSWER: A

202. \_\_\_\_\_ costs are the costs that are incurred in assessing that the products/services conform to the requirements.

- A. Out Of Pocket Cost.
- B. Opportunity Cost.
- C. Appraisal Cost.
- D. Sunk Cost.

ANSWER: C

203. \_\_\_\_\_ is the process of influencing others towards the accomplishment of goals.

- A. Enrichment.
- B. Motivation.
- C. Leadership.
- D. Organisational behavior.

ANSWER: C

204. The \_\_\_\_\_ statement is a short declaration of what an organization aspires to be tomorrow.
- A. mission statement.
  - B. vision statement.
  - C. quality policy statement.
  - D. business policy statement.

ANSWER: B

205. \_\_\_\_\_ sets the long term direction of the organization in which it wants to proceed in future.
- A. Ad-hoc plan.
  - B. Single use plan.
  - C. Financial plan.
  - D. Strategic plan.

ANSWER: D

206. Select the odd items which do not find a place in quality statements?
- A. Business policy statement.
  - B. Vision statement.
  - C. Mission statement.
  - D. Quality policy statement.

ANSWER: A

207. Expansion of SWOT is \_\_\_\_\_.
- A. Strength- weakness-opportunity-trust.
  - B. Stimulate-weakness-organise-trust.
  - C. Strength-weakness-opportunity-threat.
  - D. Strength-weakness-operate-transfer.

ANSWER: C

208. Training is not included
- A. simulation
  - B. orientation
  - C. coaching
  - D. conference

ANSWER: B

209. Select the one which is not the QC tools?
- A. Control charts.
  - B. Check sheets.
  - C. Scatter diagrams.
  - D. Tree diagram.

ANSWER: D

210. Select the one which is not the management tool?
- A. Pareto diagram.
  - B. Matrix data analysis diagram.



- C. Matrix diagram.
- D. Affinity diagram.

ANSWER: A

211. Six sigma principle which is a philosophical benchmark or standard of excellence proposed by \_\_\_\_\_.

- A. Genichi Taguchi
- B. Edward Deming.
- C. Philip Crosby.
- D. Joseph.M.Juran.

ANSWER: C

212. PDSA cycle is also known as \_\_\_\_\_.

- A. QFD.
- B. Deming Wheel.
- C. Juran Trilogy.
- D. Kaizen.

ANSWER: B

213. A \_\_\_\_\_ is an organized collection of comprehensive information about individual customers or prospects

- A. marketing database
- B. customer database
- C. customer mailing list
- D. business database

ANSWER: B

214. Cause and effect diagram also known as fish bone diagram was developed by \_\_\_\_\_ in the year 1943.

- A. Ishikawa.
- B. Joseph Juran.
- C. Walter.A.Shewart.
- D. Edward Deming.

ANSWER: A

215. \_\_\_\_\_ benchmarking is also called as customer satisfaction benchmarking or customer value profiling.

- A. Performance benchmarking.
- B. Product benchmarking
- C. Process benchmarking.
- D. Strategic benchmarking.

ANSWER: B

216. Failure Mode and Effect Analysis FMEA also known as \_\_\_\_\_.

- A. Multivariate analysis
- B. Bi-variate analysis
- C. Strategic analysis.
- D. Risk analysis.

ANSWER: D

217. Select the odd one which is not the type of FMEA?

- A. System FMEA.
- B. Design FMEA.
- C. Theoretical FMEA.
- D. Concept FMEA.

ANSWER: C

218. Select the odd one which is not the stages of FMEA?

- A. Screening of risk.
- B. Quantifying risk
- C. Re-evaluation of risk.
- D. Correcting high risk causes.

ANSWER: A

219. The international organization for standardization was established in the year \_\_\_\_\_.

- A. 1947.
- B. 1956.
- C. 1946.
- D. 1959.

ANSWER: C

220. \_\_\_\_\_organizational structures, responsibilities, procedures, process, and resources implementing quality management.

- A. quality systems.
- B. quality-control-systems.
- C. quality- assurance-systems.
- D. quality maintenance systems.

ANSWER: A

221. \_\_\_\_\_family is primarily concerned with quality management

- A. ISO 9004.
- B. ISO 14000.
- C. ISO 9000.
- D. ISO 14001.

ANSWER: C

222. \_\_\_\_\_is concerned with environmental management

- A. ISO 14000
- B. ISO 14001.
- C. ISO 14012.
- D. ISO 14004.

ANSWER: A

223. Select the odd one which is not the required document for the ISO certificate?

- A. Quality policy manual.
- B. quality system procedures.

- C. Records.
- D. contract review.

ANSWER: D

224. \_\_\_\_\_ is carried out to verify whether a quality system is effective and suitable

- A. Quality audit.
- B. Quality assurance audit.
- C. Quality verification.
- D. Quality analysis.

ANSWER: A

225. Performance appraisal is also known as \_\_\_\_\_.

- A. Merit rating.
- B. Quality rating.
- C. Credit rating.
- D. Critical rating.

ANSWER: A

226. Select the odd one which is not the dimension of quality?

- A. Response.
- B. Reliability.
- C. Reputation.
- D. Reassurance.

ANSWER: D

227. Supplier rating system is also referred to as a \_\_\_\_\_ used to obtain an over all rating of suppliers performance

- A. score card system.
- B. open ended system.
- C. credit card system.
- D. sub system.

ANSWER: A

228. The term muda in TQM refers to \_\_\_\_\_ classes of waste.

- A. Six.
- B. Seven.
- C. Eight.
- D. Nine.

ANSWER: B

229. Malcom Balridge national quality award is used to measure TQM efforts on an \_\_\_\_\_ basis.

- A. Quarterly.
- B. Monthly.
- C. Annual.
- D. Halfyearly.

ANSWER: C

230. Select the odd one which is not the type of check sheets?

- A. forced distribution check sheet.
- B. process distribution check sheet.
- C. defect factor check sheet.
- D. defect location check sheet

ANSWER: A

231. RPN in total quality management denotes \_\_\_\_\_.

- A. risk priority number.
- B. return priority number.
- C. risk preference number.
- D. return preference number.

ANSWER: A

232. Identify the odd one which is not the type of benchmarking in relation to objects being benchmarked?

- A. product benchmarking.
- B. competitive benchmarking
- C. performance benchmarking.
- D. strategic benchmarking.

ANSWER: B

233. Identify the odd one which is not the benchmarking based on the nature of firms against which benchmarking could be done?

- A. Process benchmarking.
- B. Relationship benchmarking.
- C. Industrial benchmarking.
- D. Internal benchmarking.

ANSWER: A

234. \_\_\_\_\_ is a tool to collect a large amount of verbal expressions and organize them in groups according to natural relationships between individual items.

- A. Bar diagram
- B. Matrix diagram.
- C. Affinity diagram
- D. Relationship diagram.

ANSWER: C

235. \_\_\_\_\_ is sometimes referred to as quality table is the starting point in building a house of quality.

- A. Matrix Diagram
- B. Pie Diagram.
- C. Affinity Diagram
- D. Relationship Diagram.

ANSWER: A

236. \_\_\_\_\_ is the Japanese word which means continuous improvement over improvement.

- A. Kaizen.

- B. Poke yoke.
- C. Deming Wheel
- D. Pareto analysis.

ANSWER: A

237. PDSA was originally developed by \_\_\_\_\_.

- A. Joseph Juran.
- B. Walter .A. Shewart.
- C. Edward Deming.
- D. Ishikawa.

ANSWER: B

238. Select the one which is not the new tool of quality?

- A. Check sheet
- B. Histogram.
- C. Pie diagram.
- D. Pareto diagram.

ANSWER: C

239. Cause and effect diagram resembles \_\_\_\_\_.

- A. bar diagram.
- B. pareto diagram.
- C. pie diagram.
- D. fish bone diagram.

ANSWER: D

240. \_\_\_\_\_ is also called as 80/20 rule which means 20% of problems account for 80% of the effects.

- A. VED analysis.
- B. Pareto analysis.
- C. Stratification analysis.
- D. Chi- square test.

ANSWER: B

241. \_\_\_\_\_ also known as tally sheet is a form for systematic data gathering and registering to get a clear view of the fact.

- A. Spread sheet.
- B. Work sheet.
- C. Check sheet.
- D. Control charts.

ANSWER: C

242. \_\_\_\_\_ are a special type of small group activity which forms a vehicle for the development of individuals.

- A. Rich pictures.
- B. Qfd.
- C. Opportunity analysis.
- D. Quality circle.

ANSWER: D

243. \_\_\_\_\_ is a search for industry best practices that lead to superior performance

- A. Generic benchmarking
- B. Consensus mapping
- C. Bench marking
- D. Core competence.

ANSWER: C

244. \_\_\_\_\_ helps to avoid fire fighting and waste of resources by planning for contingencies in the completion of the project.

- A. Strategic planning.
- B. Ad-hoc planning.
- C. Contingency planning.
- D. Single use plans.

ANSWER: C

245. \_\_\_\_\_ demonstrates to yourself, your customers and an independent assessment body that you have an effective quality management system in place.

- A. ISO 9001.
- B. ISO 9000.
- C. ISO 2001.
- D. ISO 9002.

ANSWER: B

246. \_\_\_\_\_ is used to deliver the raw materials or components to the production line to arrive just in time when their needed.

- A. Kaizen.
- B. QFD.
- C. Poke Yoke.
- D. JIT

ANSWER: D

247. JIT was developed by\_\_\_\_\_.

- A. Ford.
- B. Toyota motor company.
- C. Hyundai.
- D. Tata motors.

ANSWER: B

248. \_\_\_\_\_ is when a company works continuously with its large customers to help improve their performance

- A. Basic marketing
- B. Reactive marketing
- C. Accountable marketing
- D. Partnership marketing

ANSWER: D

249. Trying to convince someone with reason, logic or facts is called as \_\_\_\_\_.

- A. exchange tactics.
- B. consultation.
- C. rational persuasion.
- D. inspirational appeal.

ANSWER: C

250. What are the means by which long-term objectives will be achieved

- A. Strategies.
- B. Policies.
- C. Strength.
- D. Opportunities.

ANSWER: A

Staff Name  
Aravinth.S.