



Dr.G.R.Damodaran College of Science

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

III MBA(PART TIME)[2015-2018]

SEMESTER V

ELECTIVE : SUPPLY CHAIN MANAGEMENT - 552Y4

Multiple Choice Questions.

1. Which of the following is true for supply chain management
- A. The physical material moves in the direction of the end of chain
 - B. Flow of cash backwards through the chain
 - C. Exchange of information moves in both the direction
 - D. All of the above

ANSWER: A

2. The sequence of a typical manufacturing supply chain is
- A. Storage Supplier manufacturing storage distributor retailer customer
 - B. Supplier Storage manufacturing storage distributor retailer customer
 - C. Supplier Storage manufacturing distributor storage retailer customer
 - D. Supplier Storage manufacturing storage retailer distributor customer

ANSWER: B

3. The purpose of supply chain management is
- A. provide customer satisfaction
 - B. improve quality of a product
 - C. improve quality of a product
 - D. increase production

ANSWER: C

4. Logistics is the part of a supply chain involved with the forward and reverse flow of
- A. goods
 - B. services
 - C. cash
 - D. all of the above

ANSWER: D

5. Due to small change in customer demands, inventory oscillations become progressively larger looking through the supply chain. This is known as
- A. Bullwhip effect
 - B. Netchain analysis
 - C. Reverse logistics
 - D. Reverse supply chain

ANSWER: A

6. VMI stands for
- A. Vendor material inventory
 - B. Vendor managed inventory
 - C. Variable material inventory
 - D. Valuable material inventory

ANSWER: B

7. The major decision areas in supply chain management are
- A. location, production, distribution, inventory
 - B. planning, production, distribution, inventory
 - C. location, production, scheduling, inventory
 - D. location, production, distribution, marketing

ANSWER: A

8. Distribution requirement planning is a system for
- A. Inventory management
 - B. Distribution planning
 - C. Both A and B
 - D. None

ANSWER: C

9. Reverse logistics is required because
- A. Goods are defective
 - B. Goods are unsold
 - C. The customers simply change their minds
 - D. All of the above

ANSWER: D

10. 3PL stands for
- A. Three points logistics
 - B. Third party logistics
 - C. Three points location
 - D. Three points location

ANSWER: B

11. A supply chain is a sequence of firms that perform activities required
- A. to find products that are similar
 - B. to facilitate wholesalers inventory selections
 - C. to create synergy in their training programs
 - D. to create and deliver goods to consumers

ANSWER: D

12. to create and deliver goods to consumers
- A. order processing, transportation scheduling, and inventory management
 - B. cost-effective flowing of raw materials
 - C. future purchasing of computer systems
 - D. future merger opportunities

ANSWER: A

13. A supply chain is essentially a sequence of linked
- A. customer and prospects
 - B. supplier and manufacturer
 - C. suppliers and customers
 - D. warehousing and wholesaling units

ANSWER: C

14. In the automotive industry, the person who is responsible for translating customer requirements into actual orders and arranges delivery dates is the car maker
- A. supply manager

- B. purchasing manager
- C. production manager
- D. supply chain manager

ANSWER: D

15. It is estimated that the logistics costs of a new car are about

- A. 10-20%
- B. 20-25%
- C. 25-30%
- D. 30-40%

ANSWER: C

16. Poor supply chain management practices can _____ an otherwise excellent marketing strategy

- A. seriously damage
- B. make SWOT analysis difficult for
- C. keep people employed on
- D. mean quarterly lessons for

ANSWER: A

17. The physical characteristics of a product will often dictate what

- A. types of sales can be made
- B. forms of sales promotion to be used
- C. types of instructions needed
- D. kinds of transportation can be used

ANSWER: D

18. Pricing interacts with a supply chain in many ways. For instance, transportation rate structures are adjusted by the carrier based on

- A. cost to unload
- B. the size of the shipment
- C. local currency rates
- D. the logistics costs concept

ANSWER: B

19. 19. The total logistics cost includes expenses associated with transportation, materials handling and:

- A. customer complaints, cost of food and highway usage taxes
- B. warehousing, inventory, stock outs and order processing
- C. inventory control with sales forecasting
- D. stock outage control with sales forecasting

ANSWER: B

20. The total logistics cost factors need to be balanced against the

- A. supply chain managers total experience
- B. total expected transportation needs
- C. customer service factors
- D. lead time expectations

ANSWER: C

21. Lead time and order cycle time are the same as

- A. customer service time
- B. supply chain flow
- C. logistical clockage
- D. replenishment time

ANSWER: D

22. The inventory management systems designed to reduce the retailer's lead time for receiving merchandise is called

- A. efficient consumer response delivery system
- B. effective response
- C. on-time market delivery system
- D. efficient logistical response.

ANSWER: A

23. Examples of third-party logistics providers are

- A. FedEx and Rosenau Transport
- B. Sentinel Self-Storage and UPS
- C. FedEx and UPS
- D. UPS and Metro Van Lines

ANSWER: C

24. The seller must concentrate on removing unnecessary barriers for

- A. a quick response
- B. customer convenience
- C. transportation modes.
- D. a piggyback operation.

ANSWER: B

25. There are five basic transportation modes. They are air carrier, motor carrier, and

- A. pipelines, railways and water carriers
- B. railways, ocean vessels and dirigibles
- C. trucks, canals and robotics
- D. water routes, railways and trucks

ANSWER: A

26. Rail has the largest shipping capacity compared to all except:

- A. pipeline
- B. air carrier
- C. water carrier
- D. motor carrier

ANSWER: C

27. Trailer on flat car is the same as

- A. piggyback
- B. total fleet command
- C. tri-optic float carrier
- D. one-way dispatching

ANSWER: A

28. Air freight is costly, but its speed may create savings because of:

- A. the extensive availability of airports
- B. lower inventory
- C. getting to store shelves before water carriers
- D. lower costs created by FIFO

ANSWER: B

29. . A reason to carry inventory would include

- A. to have tax write-off opportunities

- B. having a wide variety to meet customer expectations
- C. to increase ways to use the product
- D. to promote purchasing and transportation discounts

ANSWER: D

30. TOYOTA's manufacturing operations , uses a sophisticated system called

- A. JIT
- B. OJT
- C. OJE
- D. POP

ANSWER: A

31. From the economic system's point of view, the role of marketing intermediaries is to transform the assortment of products made by producers into the assortment of products wanted by _____

Channel members.

- A. manufacturers
- B. marketers
- C. distributors
- D. consumers

ANSWER: C

32. Intermediaries play an important role in matching _____

- A. dealer with customer
- B. manufacturer to product
- C. information and promotion
- D. supply and demand

ANSWER: D

33. Marketing logistics involves getting the right product to the right customer in the right place at the right time. Which one of the following is not included in this process?

- A. implementing the plan for the flow of goods and services
- B. planning the physical flow of goods and services
- C. controlling the physical flow of goods, services, and information
- D. gathering customer's ideas for new products

ANSWER: D

34. Which of the following is not an area of responsibility for a logistics manager

- A. inventory
- B. purchasing
- C. warehousing
- D. marketing

ANSWER: D

35. To reduce inventory management costs, many companies use a system called _____, which involves carrying only small inventories of parts or merchandise, often only enough for a few days of operation.

- A. reduction-inventory management
- B. just-in-time logistics
- C. supply chain management
- D. economic order quantity

ANSWER: C

36. Lean production involves

- A. Improvement of speed only

- B. Improvement of quality only
- C. Elimination of all types of waste
- D. Elimination of cost only

ANSWER: C

37. Today, a growing number of firms now outsource some or all of their logistics to _____ intermediaries.

- A. competitors
- B. third-party logistics providers
- C. channel members
- D. cross-functional teams

ANSWER: D

38. The bullwhip effect

- A. refers to variability in demand orders among supply chain participants
- B. applies to rodeos and has nothing to do with supply chain management
- C. refers to the swaying motion associated with triple trailers
- D. is an ineffective way to motivate warehouse employees

ANSWER: A

39. The supply chain management philosophy emerged in which decade

- A. 1960s
- B. 1970s
- C. 1980s
- D. 1990s

ANSWER: C

40. Inspection, scrap, and repair are examples of

- A. internal costs
- B. external costs
- C. costs of dissatisfaction
- D. societal costs

ANSWER: B

41. _____ analysis relates to what processes, activities, and decisions actually create costs in your supply chain

- A. Cost driver
- B. Value proposition
- C. Cost reduction
- D. Target costing

ANSWER: A

42. In the 1980s Toyota and Honda out competed American carmakers because they relied on suppliers for approximately _____ percent of a car's value.

- A. 30
- B. 45
- C. 60
- D. 80

ANSWER: D

43. Traditionally, stores have carried inventory to

- A. prevent strikes or product shortages
- B. provide better service for those customers who wish to be served on demand
- C. eliminate forecasting uncertainty

D. terminate production economies
ANSWER: B

44. _____ has made it possible for other companies to eliminate intermediaries and sell directly to the end consumer

- A. SCM
- B. Internet
- C. Competition
- D. Global Sourcing

ANSWER: B

45. Value stream mapping is an application of process mapping, developed to apply _____ principles to process improvement

- A. management
- B. lean
- C. supply chain
- D. cycle time

ANSWER: B

46. supply chain is made up of a series of processes that involve an input, a _____, and an output

- A. shipment
- B. supplier
- C. customer
- D. transformation

ANSWER: D

47. _____ is a tool to chart how individual processes are currently being conducted and to help lay out new improved processes

- A. Process mapping
- B. Pareto charting
- C. Supply chain design
- D. Design chain mapping

ANSWER: A

48. Identify from the following list a major strategic risk associated with outsourcing

- A. Outsourcing landed cost is usually higher than insourcing cost
- B. The supplier is purchased by a competitor
- C. The business loses sight of market trends
- D. The cost of supplied material is passed on to the customer

ANSWER: B

49. _____ is the design of seamless value-added processes across organization boundaries to meet the real needs of the end customer

- A. Operations
- B. Supply chain management
- C. Process engineering
- D. Value charting

ANSWER: B

50. The impact of cost reduction on profits is much larger than the impact of increased

- A. innovation
- B. production
- C. information
- D. sales

ANSWER: D

51. considers how your organization competes and is an essential element of corporate strategy

- A. Value proposition analysis
- B. Leadership
- C. A consultant
- D. A competitor

ANSWER: A

52. 3PL involves using a supplier to provide _____ service

- A. marketing
- B. design
- C. logistics
- D. contract manufacturing

ANSWER: C

53. The collective learning in the organization, especially how to coordinate diverse production skills and integrate multiple streams of technologies, is called

- A. innovative constraint.
- B. second-tier competency.
- C. corporate skill.
- D. core competency

ANSWER: D

54. Integration of business economics and strategic planning has given rise to a new area of study called _____

- A. Micro Economics
- B. Corporate Economics
- C. Macro Economics
- D. Managerial Economics

ANSWER: B

55. The amount of inventory kept at each stock point in a warehouse network is usually based on

- A. Minimizing transportation costs
- B. Constant demand
- C. Tradeoffs between warehousing, inventory, and transportation costs
- D. Product pricing strategy

ANSWER: C

56. TransCanada PipeLines, a natural gas transmission and distribution company, launched an advertising campaign in national Canadian newspapers and the country's major dailies to educate people about what pipelines do and where they fit into the economics of the community. The advertising might have told Canadians that pipelines

- A. are expensive to use
- B. have a high degree of reliability
- C. are weather sensitive
- D. rank high in terms of accessibility

ANSWER: B

57. The Danish-flagged Carsten Maersk can carry enough merchandise packed in containers that when they are laid end to end, the containers would stretch 27 miles. When it reaches its destination, the containers will be removed from the ship and loaded onto trucks and railcars. This is an example of

- A. piggyback
- B. freight forwarding

- C. intermodal transportation
- D. an export agent

ANSWER: C

58. A warehouse that emphasizes speed and efficient product flow to hold goods for short periods of time and move them out as soon as possible

- A. is a storage warehouse
- B. is a freight forwarder
- C. is a distribution centre
- D. is an inventory expediting centre

ANSWER: C

59. Air Canada, a Montreal-based airline, uses its excess storage capacity on passenger flights to Europe to haul cargo. It typically collects several small shipments consigned to a common European destination. Shipment schedules are mandated by the passenger side of its business. Air Canada is an example of a(n)

- A. third-party service provider
- B. vendor-managed logistics expert
- C. import agent
- D. freight forwarder

ANSWER: D

60. Process which involves controlling, implementing and planning materials and final goods to meet final customer at high profits is classified as

- A. exclusive distribution
- B. exclusive dealing
- C. physical distribution
- D. supply chain management

ANSWER: C

61. A marketing expert described a _____ as looking like a butterfly. The manufacturer is the body of the butterfly with many different suppliers accumulated on one side of the body for the left wing and a large number of buyers collected on the other side to form the right wing.

- A. logistical flow
- B. demand chain
- C. materials handling facility
- D. supply chain

ANSWER: D

62. _____ is the integration and organization of information and logistics across firms in a supply chain for the purpose of creating and delivering goods and services that provide value to consumers

- A. Supply chain management
- B. Logistics management
- C. Point to point management
- D. Just in Time Management

ANSWER: A

63. What is the first step in choosing a supply chain

- A. developing an umbrella mission statement
- B. understanding the customer
- C. making sure the members of the supply chain harmonize with the organizational culture
- D. creating a unifying interorganizational strategy

ANSWER: B

64. Bombardier makes corporate jets and its strategy involves streamlining production activities, maintaining its reputation for quality, and reducing its costs. It has developed the Continental, an airplane assembled from just a dozen large component parts (not counting rivets). While building planes with subassemblies is not new, Bombardier is the first to not use vertical integration. All parts are supplied by carefully chosen independent companies that share the development costs and market risk. In terms of its supply chain, Bombardier has

- A. lengthened its supply chain unnecessarily
- B. implemented a just-in-time materials handling policy
- C. created a marketing channel
- D. harmonized its supply chain and its strategy

ANSWER: D

65. Robert Mondavi Corp. buys satellite images from NASA to spot problems in its vineyards and aims to push those images out over a(n) _____ to its independent growers this year. Mondavi will help growers avoid vineyard problems-and improve the grapes it buys

- A. Extranet
- B. customized search engine
- C. electronic downloadable information (EDI)
- D. customized database management system

ANSWER: A

66. With which customer service factor are quick response and efficient consumer response delivery systems most closely related

- A. Time
- B. dependability
- C. inventory costs
- D. communication

ANSWER: A

67. Celarix.com is a business entity that monitors and calculates tariffs and exchange rates for small companies that ship export their products. Celarix is an example of a

- A. materials handling expert
- B. content provider
- C. freight forwarder
- D. third-party logistics provider

ANSWER: D

68. Which of the following statements about air carriers is true

- A. One advantage of air carriers is door-to-door delivery
- B. There are no space constraint limitations as to what can be transported in planes
- C. This method of transportation is especially effective for piggybacking
- D. Air carriers are commonly used for perishable flowers, clothing, and electronics parts

ANSWER: D

69. Gus Pagonis is an executive vice president at Sears and oversees the systems the retailer depends on to make 5,000 home deliveries per day and move 250,000 truckloads of goods every year. With 30 large distribution centres and 90 smaller outlets, it's Pagonis's job to supply 100,000-plus products to more than 2,000 Sears stores. When asked to describe the retailer's distribution centres, Pagonis would most likely say

- A. Just like other companies, Sears spends more money on distribution centres than any other element of its supply chain
- B. Our success is due to the centralization of our distribution centres.
- C. Because our distribution centres are so efficient, they are the least expensive part of our supply chain

D. We use our distribution centres to facilitate sorting consolidating products from different suppliers
ANSWER: D

70. Modes of transportation are typically evaluated on the basis of all of the following criteria EXCEPT
A. accessibility
B. perishability
C. frequency
D. capability
ANSWER: B

71. Dramatic cost savings are possible when efficient transportation systems and information technology can be substituted for _____ costs
A. advertising
B. personal selling
C. pricing decisions.
D. Inventory
ANSWER: D

72. Supply chain management impacts all of the following aspects of the marketing mix strategy EXCEPT
A. the target market selection decision.
B. product mix decisions.
C. pricing decisions
D. promotion decisions.
ANSWER: A

73. An online retailer like Amazon.com relies on an efficient supply chain. The development of its supply chain supported its clearly defined marketing strategy and began with
A. inventory forecasts
B. a logistics mission statement
C. the mature stage of the product life cycle
D. understanding the customer
ANSWER: D

74. In Canada, Coca-Cola Beverages has rolled out new marketing, technologies, and packaging to outmaneuver private-label Canadian cola bottlers, which have captured considerable market share. Coke will bring in a new just-in-time distribution system based on unit trains and cross-docking sales centres. Which of the following statements describes how Coke will use cross-docking
A. Cross-docking will allow Coca-Cola to greatly reduce the need to store and warehouse products
B. The use of cross-docking means Coca-Cola will rely more on business-to-business marketing
C. The use of cross-docking means Coca-Cola will implement the customer service concept in its relations with ultimate consumers
D. Cross-docking will allow Coca-Cola to use less freight forwarding
ANSWER: A

75. In physical distribution decisions, total logistics cost includes
A. order processing
B. materials handling and warehousing.
C. transportation
D. all of the above.
ANSWER: D

76. Canadian graphic arts, publishing and advertising companies, as well as their clients and suppliers, can exchange camera-ready art and other images faster and cheaper than before as the result of an

agreement between Bell Nexxia and Montreal-based Cenosis. These two companies market a(n) _____ for the graphic arts. It allows a graphic designer to transmit the full contents of a magazine to clients or printing firms across the country reducing production

- A. efficient response system
- B. vendor-managed communication system
- C. Extranet
- D. online logistics system

ANSWER: C

77. Lead time is

- A. accurately described by all of the above
- B. typically more important to resellers than to consumers
- C. defined as the time that passes from ordering an item until it is received and ready for use or sale
- D. also called order cycle time

ANSWER: A

78. Combining different transportation modes in order to get the best features of each is called

- A. freight forwarding
- B. dual distribution
- C. intermodal transportation
- D. bimodal logistics

ANSWER: C

79. In Canada, Coca-Cola Beverages has rolled out new marketing, technologies, and packaging to outmaneuver private-label Canadian cola bottlers, which have captured considerable market share. Coke will bring in a new just-in-time distribution system based on unit trains and cross-docking sales centres. Coca-Cola's use of unit trains will allow it to

- A. have a dedicated train that uses permanently coupled cars that run a continuous route from Coke's bottling plants to its retailers and back
- B. use intermodal transportation for export purposes
- C. use trucks to make door-to-door deliveries
- D. use more warehousing

ANSWER: A

80. The major purpose of a trailer on flatcar (TOFC) is to

- A. deregulate the motor carrier industry
- B. combine the economy of rail carriers with the flexibility of motor carriers
- C. implement a JIT transportation strategy both domestically and internationally
- D. eliminate the need for containers

ANSWER: B

81. Logistic network through which unwanted or excess products by resellers or consumers is classified as

- A. inbound distribution
- B. outbound distribution
- C. forward distribution
- D. reverse distribution

ANSWER: D

82. Logistic network which moves finished product from company to resellers and then to end users is classified as

- A. risk averse distribution
- B. reverse distribution
- C. inbound distribution

D. outbound distribution
ANSWER: D

83. Logistic network which moves materials from suppliers to manufacturing unit is classified as
A. inbound distribution
B. outbound distribution
C. forward distribution
D. reverse distribution
ANSWER: A

84. Process of managing upstream and downstream of final goods, flow of raw materials and information about resellers and final consumers is classified as
A. marketing logistics network
B. supply chain management
C. delivery network
D. physical distribution network
ANSWER: B

85. A manufacturer has been receiving excessive numbers of defective standard machine parts from a vendor on a regular basis. What is the most effective way to design a formal inspection system for incoming parts
A. Queuing analysis
B. Time series analysis
C. Statistical quality control
D. Regression analysis
ANSWER: C

86. Marketing logistics involves getting the right product to the right customer in the right place at the right time. Which one of the following is not included in this process
A. implementing the plan for the flow of goods and services
B. planning the physical flow of goods and services
C. controlling the physical flow of goods, services, and information
D. gathering customer's ideas for new products
ANSWER: D

87. What technique deals with the problem of supplying sufficient facilities to production lines or individuals that require uneven service
A. Supply Demand Theory
B. PERT
C. Inventory Theory
D. Queuing Theory
ANSWER: D

88. What are the two basic types of production systems
A. Automated and manual
B. Intermittent and non-intermittent process
C. Normal and continuous process
D. Continuous process and batch
ANSWER: B

89. What term describes a vertical expansion of job duties in order to give the worker more responsibility
A. Job enlargement
B. Job rotation

- C. Job enrichment
- D. Job design

ANSWER: C

90. Which of the following is NOT a benefit of SCM Purchasing

- A. Consistent quality
- B. Savings on resources
- C. Lower costs
- D. Less dependence on suppliers

ANSWER: D

91. Which of the following is not a typical inspection point

- A. upon receipt of goods from your supplier
- B. during the production process
- C. before the product is shipped to the customer
- D. at the supplier's plant while the supplier is producing after a costly process

ANSWER: A

92. What name is often given to the Japanese total approach to removing anything that does not add value to the final product

- A. Jobbing processes
- B. Lean production processes
- C. Continuous processes
- D. Batch processes

ANSWER: B

93. Lean production involves

- A. Improvement of quality only
- B. Elimination of cost only
- C. Elimination of all types of waste
- D. Improvement of speed only

ANSWER: C

94. The most common form of quality control includes

- A. Planning
- B. Organizing
- C. Inspection
- D. Directing

ANSWER: C

95. Which of the following is not a typical supply chain member

- A. Retailers creditor
- B. wholesaler
- C. reseller
- D. producer

ANSWER: D

96. According to the manufacturing based definition of quality

- A. quality is the degree of excellence at an acceptable price and the control of variability at an acceptable cost
- B. quality depends on how well the product fits patterns of consumer preferences
- C. even though quality cannot be defined, you know what it is
- D. quality is the degree to which a specific product conforms to standards

ANSWER: D

97. TQM refers to
- A. total quantity management
 - B. total quality management
 - C. total quality marketing
 - D. total quotient management

ANSWER: B

98. When suppliers, distributors, and customers collaborate with each other to improve the performance of the entire system, they are participating in a _____
- A. channel of distribution
 - B. value delivery network
 - C. supply chain
 - D. supply and demand chain

ANSWER: B

99. A company's channel decisions directly affect every _____.
- A. Customer's Choice
 - B. employee in the channel
 - C. channel member
 - D. Competitor's actions

ANSWER: D

100. A supply chain is a sequence of firms that perform activities required
- A. to find products that are similar
 - B. to facilitate wholesalers inventory selections
 - C. to create synergy in their training programs
 - D. to create and deliver goods to consumers

ANSWER: D

101. JIT was developed by_____.
- A. Ford.
 - B. Toyota motor company.
 - C. Hyundai.
 - D. Tata motors.

ANSWER: B

102. . . _____ 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

103. _____ 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: C

104. _____ 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: B

105. _____ 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: A

106. _____ 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

107. _____ 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: D

108. _____ is also called as 80/20 rule which means 20% of problems account for 80% of the effects

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

ANSWER: C

109. Cause and effect diagram resembles _____.

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

ANSWER: B

110. Select the one which is not the new tool of quality

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

ANSWER: C

111. PDSA was originally developed by _____.

- A. Joseph Juran

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

ANSWER: C

112. _____ is the Japanese word which means continuous improvement over improvement.

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

ANSWER: B

113. _____ 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: B

114. _____ 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: D

115. 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: D

116. 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: A

117. RPN in total quality management denotes _____.

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

ANSWER: A

118. 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: D

119. Malcom Balridge national quality award is used to measure TQM efforts on an _____ basis
A. quarterly.
B. monthly.
C. annual.
D. halfyearly.

ANSWER: D

120. The term muda in TQM refers to _____ classes of waste.
A. six.
B. seven.
C. eight.
D. nine.

ANSWER: C

121. Supplier rating system is also referred to as a _____ used to obtain an overall rating of suppliers performance.
A. score card system
B. open ended system
C. credit card system.
D. sub system

ANSWER: C

122. Select the odd one which is not the dimension of quality
A. Response.
B. Reliability.
C. Reputation.
D. Reassurance.

ANSWER: C

123. ____ 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: C

124. 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: B

125. _____ is concerned with environmental management
A. ISO 14000.
B. ISO 14001.
C. ISO 14012.
D. ISO 14004.

ANSWER: C

126. _____ family is primarily concerned with quality management

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

ANSWER: B

127. _____ 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: B

128. The international organization for standardization was established in the year _____.

- A. 1947.
- B. 1965
- C. 1956
- D. 1959

ANSWER: A

129. 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: D

130. Select the odd one which is not the type of FMEA

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

ANSWER: D

131. Failure Mode and Effect Analysis (FMEA) also known as

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

ANSWER: C

132. 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: D

133. _____ do not find a place in the Jurans quality trilogy

- A. Quality improvement
- B. Quality planning.
- C. Quality control

D. Quality analysis
ANSWER: B

134. PDSA cycle is also known as _____.
A. QFD
B. Deming Wheel.
C. Juran Trilogy.
D. Kaizen.

ANSWER: C

135. 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: B

136. Select the one which is not the management tool
A. Pareto diagram.
B. Matrix data analysis diagram.
C. Matrix diagram.
D. Affinity diagram.

ANSWER: C

137. Select the one which is not the QC tools
A. Select the one which is not the QC tools
B. Check sheets.
C. Scatter diagrams
D. Tree diagram.

ANSWER: C

138. _____ does not find a place in the Maslows hierarchy of needs
A. Physical need.
B. Psychological need.
C. Esteem need.
D. Safety need.

ANSWER: A

139. 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: D

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

ANSWER: C

141. The _____ statement is a short declaration of what an organization

- A. mission statement.
- B. vision statement
- C. quality policy statement.
- D. business policy statement

ANSWER: D

142. _____ is the process of influencing others towards the accomplishment of goals.

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

ANSWER: C

143. _____ 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: D

144. 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: D

145. _____ 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. Forcified analysis
- B. Critical path analysis
- C. Minute analysis
- D. Fault tree analysis

ANSWER: A

146. _____ 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

147. _____ 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: B

148. _____ 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: C

149. _____ schemes are used to generate ideas for improvement

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

ANSWER: B

150. _____ 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: C

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