

# World Quality Consulting: Developing a Context

## Answers

By

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**The answers will increase your  
confidence in assisting your  
internal and external clients  
and  
make your advice relevant.**

1

**Which one of the following most directly affects initially capturing of markets?**

- a. **Grade of quality**
- b. **Produced quality**
- c. **Delivered quality**

2

**Which activity is most useful in preventing defects flowing to the next operation?**

- a. **Quality planning**
- b. **Quality control**
- c. **Quality improvement**
- d. **Quality policy**
- e. **Quality procedures**

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**Most appropriate definition of quality which will keep bringing customers back is:**

- a. Customer satisfaction**
- b. Conformance to requirements**
- c. Uniformity around target**
- d. Fitness for use**
- e. a. and d.**
- f. a., b., c., and d.**

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**Most appropriate definition of quality while solving a problem is:**

- a. Customer satisfaction**
- b. Conformance to requirements**
- c. Uniformity around target**
- d. Fitness for use**
- e. Condition of output**
- f. All of the above**

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**Which one of the following most directly affects customer satisfaction?**

- a. Grade of quality
- b. Produced quality
- c. Delivered quality

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**Which activity is most useful in creating quality focus?**

- a. Quality planning
- b. Quality control
- c. Quality improvement
- d. Quality policy
- e. Quality procedures

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**Which activity is most useful in reducing current level of defects?**

- a. Quality planning
- b. Quality control
- c. Quality improvement
- d. Quality policy
- e. Quality procedures

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**Most appropriate definition of quality while shipping the product is:**

- a. Customer satisfaction
- b. Conformance to requirements
- c. Uniformity around target
- d. Fitness for use
- e. Condition of output
- f. All of the above

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**Which one of the following most directly affects the profits?**

- a. Grade of quality
- b. Produced quality**
- c. Delivered quality

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**Which one of the following most directly affects the retention of the market share?**

- a. Grade of quality
- b. Produced quality
- c. Delivered quality
- d. a and b
- e. a. and c.**
- f. b and c

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## Grade of quality means

- a. We produce good units
- b. Proportion of good units customer receives
- c. A level of specifications that product meets
- d. Proportion of good units before repair

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## Quality means

- a. Customer satisfaction
- b. Conformance to requirements
- c. Uniformity around target
- d. Fitness for use
- e. Condition of output
- f. All of the above



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## Produced quality means

- a. We produce good units
- b. Proportion of good units customer receives
- c. A level of specifications that product meets
- d. Proportion of good units before repair

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## Perceived quality means

- a. Best value at the cheapest price
- b. Total experience starting from buying and through ownership of product or service
- c. Customer satisfaction
- d. No failure experienced during the ownership of the product

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**Delivered quality means**

- a. We produce good units
- b. Proportion of good units customer receives
- c. A level of specifications that product meets
- d. Proportion of good units before repair

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**Most appropriate definition of quality while producing units is:**

- a. Customer satisfaction
- b. Conformance to requirements
- c. Uniformity around target
- d. Fitness for use
- e. Condition of output
- f. All of the above

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**Which activity is most useful in creating consistency of daily actions?**

- a. Quality planning
- b. Quality control
- c. Quality improvement
- d. Quality policy
- e. Quality procedures

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**Which one is a neutral definition of quality?**

- a. Yield
- b. Customer satisfaction
- c. Condition of output
- d. Defects
- e. Errors

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**The principle idea behind benchmarking is:**

- a. Duplicate superior process elements
- b. Duplicate superior results**
- c. Duplicate process flow
- d. Duplicate what competitor does

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**Conceptually six sigma quality means:**

- a. Specification ranges of process variables are equated to  $\pm 3\sigma$
- b. Specification ranges of results are equated to  $\pm 3\sigma$
- c. Specification ranges of process variables are equated to  $\pm 6\sigma$
- d. Specification ranges of results are equated to  $\pm 6\sigma$**

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**When we have many categories of defects resulting from a single process, which category should be chosen first?**

- a. A category with maximum defects
- b. A category which is easy to solve
- c. A category which reflects instability
- d. A category with minimum defects

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**Which one of the following situations would you consider to be a complex problem?**

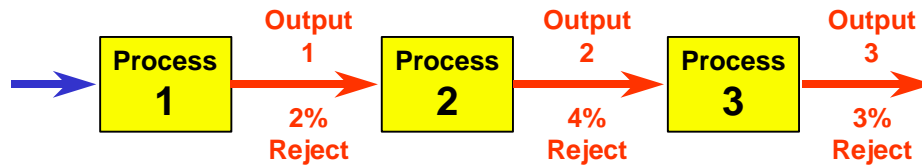
- a. 1
- b. 2
- c. 3

1. You are out of milk at home. Your spouse needs milk now. You have other important things to do, but milk is urgently needed.
2. When full-scale production started, many problems showed up that were not present during prototype stage resulting in 85% yield. The yield must rise to 100% to realize profits.
3. Plant efficiency dropped from near 100% to 85%. The problem is to bring it back to 100%.

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Make an initial choice of variables to solve an output problem based on the process flow diagram shown. Assume Outputs 1, 2, and 3 are in statistical control.

- a. P, Q, R, S, T, U
- b. T, U
- c. P, Q, R, S
- d. Output 1, S
- e. P, Q, R



Process Variables				
Incoming Material	Process 1	Process 2	Process 3	
P	Q R	S	T	U

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Which one of the following is most directly affected by ISO 9000 certification?

- a. Grade of quality
- b. Produced quality
- c. Delivered quality
- d. All of the above

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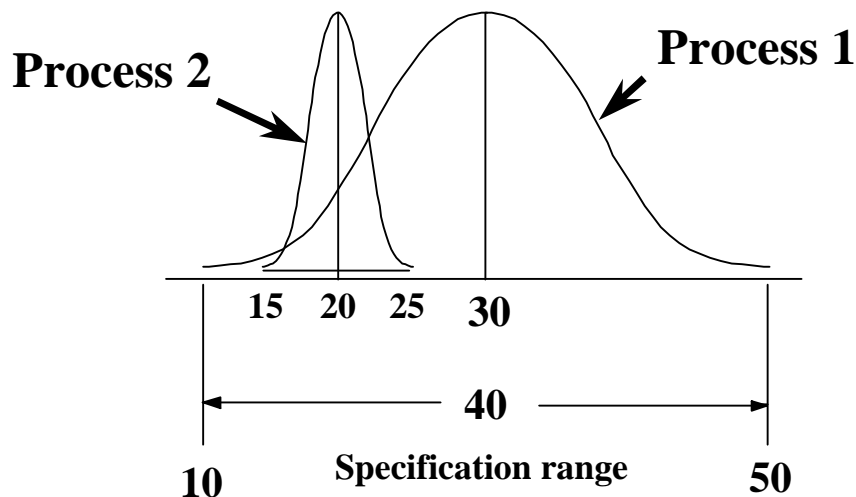
**A good quality system is:**

- a. Procedures are followed and results are achieved**
- b. Procedures exist**
- c. Procedures exist and they are followed**
- d. Certified by ISO 9000 registrar**

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**Which process will generate a lesser loss?**

- a. Process 1**
- b. Process 2**



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**Process stability is said to be achieved when**

- a. Output variables are stabilized.**
- b. Input variables are stabilized.**
- c. Temperature in the plant is stabilized.**
- d. Number of units produced per day is constant.**

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**Reliable product means:**

- a. Lasts for a long time**
- b. Functions interruption free**
- c. Does not cost too much to repair**
- d. Provides noise-free performance**
- e. All of the above**



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**Which one of the following makes most sense?**

- a. For SPC application, process must be initially capable.**
- b. For SPC application, process must be initially under statistical control.**
- c. For SPC application, process must be initially capable and under statistical control.**
- d. We can initiate SPC regardless of process capability/control status.**

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**When we say process is incapable, it means**

- a. Process cannot do the job**
- b. Process will produce some defectives**
- c. Process will produce 100% defectives**
- d. Process engineer should perform FMEA**

**Your score:**

- 26-30 World-class consultant**
- 21-25 High potential consultant**
- 16-20 Locally successful consultant**
- 11-15 Wave-riding consultant**
- 00-10 Mistook quality for marketing**

