

World Quality Consulting: Developing a Context

Questions

By

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**This series of questions will
test your competence
and
will help you develop
a consulting context for your clients.**

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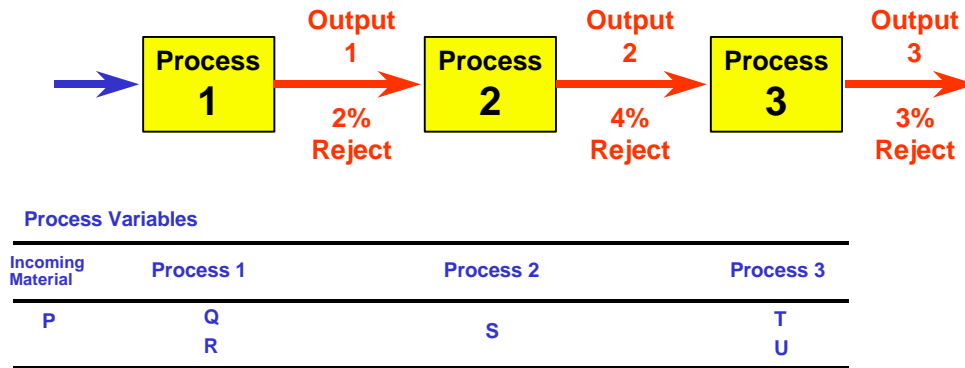
Which one of the following situations would you consider to be a complex problem?

- 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 a strategic choice of variables and the 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



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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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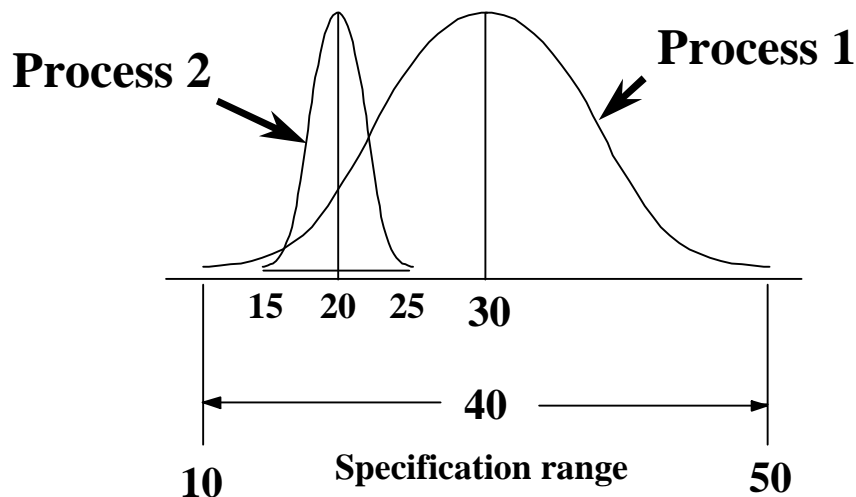
A good quality system is:

- 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**