

NADAR SARASWATHI COLLEGE OF ENGINEERING AND TECHNOLOGY, THENI.

Course/Branch : B.E/EEE	Year / Semester :IV / VII	Format No.	NAC/TLP-07a.13
Subject Code : GE8077	Subject Name : TOTAL QUALITY MANAGEMENT	Rev. No.	02
Unit No : 4	Unit Name : TQM TOOLS AND TECHNIQUES II	Date	30.09.2020

OBJECTIVE TYPE QUESTION BANK

S. No.	UNIT-IV TQM TOOLS AND TECHNIQUES II	BTL
1	<p>Which statistical technique integrates product design and manufacturing process?</p> <p>a) Tree analysis b) Problem solving techniques c) Quality function deployment d) Taguchi approach</p>	L1
2	<p>What is the key step in Taguchi's approach?</p> <p>a) Tolerance design b) System design c) Parameter design d) Process design</p>	L1
3	<p>What is called the stratification of information?</p> <p>a) Breaking down a whole group into smaller sub groups b) Isolating the vital few from the trivial many c) Grouping of scattered information d) Sequencing of processes in a quality system</p>	L2
4	<p>Which technique is used to relate complex cause and effect relationships?</p> <p>a) Affinity diagram b) Pareto diagram c) Scatter diagram d) Interrelationship diagram</p>	L1
5	<p>What is PDPC?</p> <p>a) A statistical tool b) Quality improvement technique c) Quality assurance technique d) Statistical process control technique</p>	L1
6	<p>What is the first step in problem solving process?</p> <p>a) Plan b) Do c) Check d) Action</p>	L1
7	<p>How many control charts are normally used for statistical control of variables?</p> <p>a) 1 b) 2 c) 3 d) 4</p>	L2

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8	<p>Which tool is used to analyse the effects of a failure of individual components on the system?</p> <p>a) FTA b) FMEA c) Quality circles d) Fool proofing</p>	L1
9	<p>What is the formula for process capability index?</p> <p>a) (1-K)Cp b) (1+K)Cp c) (1-Cp)K d) (1+Cp)K</p>	L1
10	<p>What is arrow diagram in TQM?</p> <p>a) A diagram used to plan the most appropriate schedule b) Diagram shows the relationship strength between the variables c) Used large amount of data and organise it on the basis of natural relationship between items d) Diagram showing the sequencing and inter relationships between factors</p>	L1
11	<p>What is the aim of fool proofing technique used for total quality management?</p> <p>a. to achieve zero defects b. to specify time schedules c. to specify targets d. none of the above</p>	L1
12	<p>Match the following group 1 items with group 2 items</p> <p>1. Sort ----- A. Seitan 2. Set in order ----- B. Seiketsu 3. Shine ----- C. Seiri 4. Standardize ----- D. Seiso</p> <p>a. 1 – D, 2 – A, 3 – B, 4 – C , b. 1 – C, 2 – A, 3 – D, 4 – B c. 1 – B, 2 – C, 3 – A, 4 – D d. 1 –A, 2 – C, 3 – D, 4 – B</p>	L2
13	<p>What is meant by Kaizen?</p> <p>a. card signal b. to avoid inadvertent errors c. change for better quality d. none of the above</p>	L1

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14	<p>Which of the following statements is/are false?</p> <p>1. Fault tree analysis method is used to determine reliability of product</p> <p>2. The goal of Six Sigma is to reduce number of defects to 2.4 parts per billion</p> <p>3. Six sigma is represented by normal distribution curve</p> <p>4. Poka yoke is a policy which prevents occurrence of human errors</p> <p>a. Only statement 3 b. Statement 2 and statement 3 c. Statement 1, 3 and 4 d. Only statement 2</p>	L2
15	<p>Which quality management program is related to the maintenance of plants and equipments?</p> <p>a. Environmental management systems b. Fault tree analysis c. Failure mode effect analysis d. Total productive maintenance</p>	L1
16	<p>The aim of Just-In-Time manufacturing principle is to eliminate</p> <p>a. time wastage b. labour wastage c. cost of excessive inventory d. all of the above</p>	L2
17	<p>Quality Function Deployment (QFD) is largely focused on:</p> <p>a. Reducing costs and preventing unnecessary costs prior to production b. To reduce the number of parts in a product c. Testing the robustness of a design d. Ensuring that the eventual design of a product or service meets customer needs</p>	L2
18	<p>The main purpose of Taguchi methods is to:</p> <p>a. Test the robustness of a design. b. Reduce costs and prevent any unnecessary costs before producing the product or service. c. Create a 'house of quality' d. Articulate the 'voice of the customer'</p>	L2
19	<p>Taguchi methods may be used in which part of the design process?</p> <p>a. Preliminary design b. Screening c. Prototyping and final design d. Evaluation and improvement</p>	L1

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20	<p>Control chart is</p> <p>i. Process monitoring tool</p> <p>ii. Process control tool</p> <p>iii. Process planning tool</p> <p>The Correct Answer is</p> <p>a. i only</p> <p>b. i & ii</p> <p>c. i, ii & iii</p> <p>d. None of the above</p>	L1
21	<p>TQM focuses on</p> <p>i. Supplier</p> <p>ii. Employee</p> <p>iii. Customer</p> <p>The Correct Answer is</p> <p>a. i only</p> <p>b. ii & iii</p> <p>c. i, ii & iii</p> <p>d. None of the above</p>	L1
22	<p>Process evaluation is to identify</p> <p>i. Validation of product</p> <p>ii. Potential failure prevention</p> <p>iii. Correctness of product</p> <p>The Correct Answer is</p> <p>a. i only</p> <p>b. i & ii</p> <p>c. ii & iii</p> <p>d. None of the above</p>	L2
23	<p>Six Sigma is a business-driven, multi-dimensional structured approach to</p> <p>a. Reducing process variability</p> <p>b. Increasing customer satisfaction</p> <p>c. Lowering Defects & Improving Processes</p> <p>d. All of the above</p>	L2
24	<p>Small/Mid-sized Six Sigma projects are executed by professionals titled as:</p> <p>a. Champion</p> <p>b. Green Belt</p> <p>c. Black Belt</p> <p>d. Site Champion</p>	L1

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25	<p>Which of the following are examples of Internal Failure costs?</p> <p>a. Defects and rework b. Inspection and audits c. Warranty and returns d. Purchasing and accounting</p>	L2
26	<p>The main purpose of the measure phase of DMAIC is to</p> <p>a. Determine the customer requirements b. Find root causes c. Develop solutions d. Set baseline data to understand how the process is currently performing</p>	L1
27	<p>What does OEE stand for?</p> <p>a. Overall Equipment Effectiveness b. Overall Estimation Effectiveness c. Overall Equipment Estimation d. Overall Effective Estimation</p>	L1
28	<p>The best metric for measuring defectives is:</p> <p>a. DPMO b. DPU c. PPM d. DPO</p>	L2
29	<p>Which of the following tools is used extensively in quality function deployment?</p> <p>a. Affinity diagram b. Matrix diagram c. Cause and effect diagram d. Activity network diagram</p>	L2
30	<p>The most important factor for the success of six sigma projects is:</p> <p>a. Leadership support b. Team support c. Teamwork d. Inter-department harmony</p>	L2