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Courses » Six Sigma

Announcements

Course

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Unit 4 - Week 3

Course outline

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Week 1

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Week 3

- Lecture 9: QM Systems Overview
- Lecture 10: Cost of Quality and TQM Tools
- Lecture 11: QFD and ISO 9000
- Lecture 12: QS 9000 and Awards
- Quiz : Week 3 - Assignment
- Week 3: Assignment Solution (Jan 2018)

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Week 3 - Assignment

The due date for submitting this assignment has passed. **Due on 2018-02-14, 23:59 IST**
As per our records you have not submitted this assignment.

- Total No. of Questions: 15. Each question carries one point.
- Question 1 to 8 are objective type questions. Only one answer is correct per numbered item.
- Question 9 to 12 are true/false statement questions.
- Question 13 to 15 are multiple choice questions. More than one answers are correct per numbered item

1) _____ is best known for his zero defects management.

1 point

- Philip B. Crosby
- Deming
- Juran
- Edward Deming

No, the answer is incorrect.

Score: 0

Accepted Answers:

Philip B. Crosby

2) Durability can be defined as

1 point

- How well something, such as a product or system, meets a specified standard
- Indirect evaluation of quality
- Consistency of performance
- The ability to withstand pressure

No, the answer is incorrect.

Score: 0

Accepted Answers:

The ability to withstand pressure

3) Obstacles to implementing TQM are

1 point

- Lack of companywide definition of quality
- Lack of customer focus
- Lack of leadership, strong motivation
- All of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of the above

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4) Failure mode and effect analysis (FMEA) provide a checklist procedure. Which of the following questions is NOT likely to feature on the checklist? 1 point

- What is the likelihood that failure will occur?
- What would the consequences of the failure be?
- What would be the cost of avoiding failure be?
- How likely is such a failure to be detected before it affects the customer?

No, the answer is incorrect.

Score: 0

Accepted Answers:

What would be the cost of avoiding failure be?

5) Which of the following eligibility categories/ dimensions is not include in Malcolm Baldrige National Quality Award? 1 point

- Leadership
- Deployment
- Strategic planning
- Business result

No, the answer is incorrect.

Score: 0

Accepted Answers:

Deployment

6) Quality Function Deployment process is 1 point

- Component requirement-Technical requirement- Process operations-Quality plan
- Technical requirement-Component characteristics -Process operations-Quality plan
- Process operations-Technical requirement-Component requirement- Quality plan
- Technical requirement- Process operations-Component requirement-Quality plan

No, the answer is incorrect.

Score: 0

Accepted Answers:

Technical requirement-Component characteristics -Process operations-Quality plan

7) A self-assessment tool that checks the current health of the organization to better balance priorities, allocate resources and generate realistic business plan is comes under _____ 1 point

- The Malcolm Baldrige National Quality Award
- Deming Prize
- The European Quality Award
- European foundation for quality management model

No, the answer is incorrect.

Score: 0

Accepted Answers:

European foundation for quality management model

8) Which of the following eligibility category/ dimension is not included in Rajiv Gandhi National Quality Award? 1 point

- It is given by the Bureau of Indian Standards to Indian organisations that show excellence in their performance.
- The main focus of this award is on statistical quality control.
- It encourages the Indian manufacturing and service organizations to strive for excellence.
- Establishing guidelines and criteria for industry in evaluating their own quality improvement efforts

No, the answer is incorrect.

Score: 0

Accepted Answers:



The main focus of this award is on statistical quality control.

9) Pareto principle advocates 20-80 rule

1 point

- True
 False

No, the answer is incorrect.

Score: 0

Accepted Answers:

False



10) The Deming philosophy focuses on bringing about improvements in product and service quality by reducing uncertainty and variability in goods and services design and associated processes

1 point

- True
 False

No, the answer is incorrect.

Score: 0

Accepted Answers:

True



11) Joseph Juran preached the "14 Points" for management in his quality philosophy

1 point

- True
 False

No, the answer is incorrect.

Score: 0

Accepted Answers:

False

12) ISO 9000 definition of quality system standards is based on the premise that certain generic characteristics of management practice can be standardized and that a well-designed, well-implemented and carefully managed quality system provides confidence that the outputs will meet customer expectations and requirements

1 point

- True
 False

No, the answer is incorrect.

Score: 0

Accepted Answers:

True

13) Which of the following statements are false referring to Kano model?

1 point

- The Kano model identifies 4 levels of design requirements

Quality function deployment (QFD) makes use of the Kano model in terms of the structuring of the comprehensive QFD matrices

- The Kano model is useful in gaining a thorough understanding of a customer's needs
 The Kano model can help marketing managers to understand Customer purchasing criteria and Buyer behaviour

No, the answer is incorrect.

Score: 0

Accepted Answers:

The Kano model identifies 4 levels of design requirements

The Kano model can help marketing managers to understand Customer purchasing criteria and Buyer behaviour

14 Which of the following options are not in the list of Deming's 14 points?

1 point

- Constancy of purpose, new philosophy, continuous improvement
- Mass inspection, training, fear
- Supervision, costs
- Reputation, barriers

No, the answer is incorrect.

Score: 0

Accepted Answers:

Supervision, costs

Reputation, barriers

15 Which of the following statements are true referring to QFD?

1 point

- Proposed by William Edwards Deming in the late 1960.
- A process of translating customer requirement into technical requirement.
- It improves communication and teamwork between all constituencies in the value chain.
- QFD is largely focused on testing the robustness of a design.

No, the answer is incorrect.

Score: 0

Accepted Answers:

A process of translating customer requirement into technical requirement.

It improves communication and teamwork between all constituencies in the value chain.



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