

Quality Management Session Test

1. In today's view of quality, who defines quality?
 - a. Senior management
 - b. Project management
 - c. Project Team
 - d. Customers

2. Which of the following is true about quality costs when quality management principles are applied?
 - a. Prevention costs and failure costs (internal and external) are not related
 - b. Prevention costs and failure costs (internal and external) are inversely related
 - c. Prevention costs and failure costs (internal and external) are directly related
 - d. Prevention costs should guarantee no failure costs

3. What is the order of the four steps in Deming's Cycle for Improvement?
 - a. Plan, do, check, and act
 - b. Do, plan, act, and check
 - c. Check, do, act, and plan
 - d. Plan, act, check, and do

4. A control chart helps the project manager to:
 - a. Focus on the most critical issues to improve quality
 - b. Focus on stimulating thinking
 - c. Explore a desired future outcome
 - d. Determine if a process is out of control

5. Which of the following is true?
 - a. ISO 9000 is a European standard
 - b. ISO 9000 is a paperwork nightmare
 - c. ISO 9000 certification ensures that your company produces quality products
 - d. ISO 9000 is an international standard for quality management systems

6. When a process is set up optimally, the upper and lower specification limits typically are:

- a. Set equal to the upper and lower control limits
- b. Set outside the upper and lower control limits
- c. Set inside the upper and lower control limits
- d. Set an equal distance from the median value

7. Which of the following is considered a cost of prevention?

- a. In-process testing
- b. Rework costs
- c. Collecting data for use in process improvement efforts
- d. Mass inspection

8. Quality assurance includes:

- a. Collecting data for quality control
- b. Completing tic charts
- c. Planning for collection of data
- d. Preparing a Pareto diagram

9. Quality Assurance should be performed:

- a. during creation of the project proposal
- b. during project design
- c. during project testing
- d. throughout the project

10. Another name for Inspection is:

- a. Review
- b. Audit
- c. Walkthrough
- d. All of the above

Quality Management Session Test Answers

1. d
2. b
3. a
4. d
5. d
6. b
7. c
8. c
9. d
10. d