

Assessment

Quality at Work ***First Edition***

The objectives of this book are:

- To show how professional quality standards benefit organizations
- To show how to implement quality at work
- To explain potential problems in achieving quality at work



Assessment Questions for *Quality at Work, First Edition*

Select the best response.

1. Which of the following attributes describe what quality is?
 - A. Goodness
 - B. A motivational program
 - C. A philosophy
 - D. Detecting errors in end products
 - E. All of the above
2. Once you have produced a quality product or service, there is no need to improve.
 - A. True
 - B. False
3. The intangible basics of your personal and organizational quality goals are:
 - A. Competence
 - B. Communication
 - C. Commitment
 - D. All of the above
 - E. A and C
4. For effective communications, the process is continuous until sender and receiver have reached mutual understanding.
 - A. True
 - B. False
5. Quality is a perfection standard by which we decide whether we did what we set out to do when and how we said we would do it.
 - A. True
 - B. False

6. Failing to communicate and agree on goals results in:
 - A. Everyone making their own rules
 - B. An adverse effect on operating costs
 - C. Failure to achieve goals
 - D. All of the above
 - E. None of the above

7. A perfect standard is a written guideline to help employees perfect their services or products and will result in which of the following:
 - A. Proud employee
 - B. Suitable product or service
 - C. Satisfied customer
 - D. B and C
 - E. All of the above

8. Goals and controls must be designed to:
 - A. Be specific
 - B. Help you determine whether a product is fit for use
 - C. Make sure you meet your customer's needs
 - D. B and C
 - E. All of the above

9. What are some of the ways employees can show support for quality programs?
 - A. Attend training that is offered
 - B. Learn and perform all aspects of their jobs
 - C. Question decisions that lower quality
 - D. A and B
 - E. All of the above

10. Quality standards at work:
 - A. Must be quantifiable, observable, and results-oriented
 - B. Result from your values, attitudes, and intuitive judgment

11. To prevent quality problems from reoccurring, you should:
 - A. Focus on the effect
 - B. Find and fix the source cause
12. Quality performance reward systems should reward:
 - A. Results more than effort
 - B. Efforts that directly support specific goals
 - C. Routine tasks rather than critical performance
 - D. Performance that sets good examples for others
 - E. A, B, and C
 - F. A, B, and D
13. Customers can help you make a better product if you:
 - A. Use complaint forms and 800 phone numbers
 - B. Make sure complaints reach the right people
 - C. Replace defective products immediately without charge
 - D. All of the above
 - E. A and B
14. When measuring baseline data:
 - A. Don't tell people what you are doing
 - B. Measure unobtrusively without spying
 - C. Keep the reasons for measuring a secret
15. The first and truest test of quality is whether a product or service meets your customer's requirements.
 - A. True
 - B. False
16. The secret of success in any quality program is that:
 - A. People who set the standards must be the people who will be using them
 - B. Upper-level manager should set standards that will apply to all levels

17. Guidelines for creating successful Quality Groups should include:
- A. Gathering input and ideas from the entire organization
 - B. Speaking your mind when you agree or disagree
 - C. Getting as much management input as you can
 - D. Disbanding a group when support for the group is absent
 - E. All of the above
 - F. A, B and C
18. What types of baseline data should you measure to see how effective future changes would be in improving performance?
- A. Flexibility (speed in changing to new requirements)
 - B. Cost (dollars, over budget, under budget)
 - C. Time (minutes, hours, overtime, time saved)
 - D. All of the above
 - E. B and C
19. What are some of the guidelines for establishing a quality program that will succeed?
- A. Design your program before forming groups
 - B. Use appropriate data collection techniques
 - C. Insure rewards lead to continued good performance
 - D. A and B
 - E. All of the above
20. Which of the following are valid principles of prevention?
- A. Doing the job right the first time
 - B. Quality is best insured through inspection
 - C. Written requirements eliminate the need for prevention
 - D. All of the above
 - E. A and C
21. Prevention is based on the following:
- A. Taking the requirements seriously
 - B. Doing the work yourself
 - C. Going back to the “old” ways
 - D. None of the above

22. You'll get better success by focusing training on critical organizational needs and taking the long-term approach for better success.
- A. True
 - B. False
23. To access the cost of quality at work, be sure to include the cost of:
- A. Inspecting products or services
 - B. Breakdowns and defects that occur after delivering the product/service, but not those that occur beforehand
 - C. Activities for preventing problems from occurring
 - D. All of the above
 - E. A and C
24. A successful quality program will:
- A. Improve competence and profits
 - B. Have little effect on morale
 - C. Both of the above
25. For a business to succeed in its commitment to quality, every employee must be committed to quality in most of the details.
- A. True
 - B. False

Answer Key for Quality at Work, First Edition

Recommended response (Corresponding workbook page)

1. C (7)	6. D (37)	11. B (54)	16. A (41)	21. A (81-82)
2. B (10)	7. E (43)	12. F (63)	17. E (67)	22. A (69)
3. D (27)	8. E (40)	13. D (59)	18. D (61)	23. E (72)
4. A (33)	9. E (77)	14. B (61)	19. E (74)	24. A (30)
5. A (1)	10. A (24)	15. A (58)	20. A (80)	25. B (28)