

# Assessment

## ***TQM*** ***First Edition***

The objectives of this book are:

- To show you how to take personal responsibility for quality
- To present ideas to help you improve teamwork in your organization
- To provide ideas to improve customer service



## Assessment Questions for *TQM, First Edition*

*Select the best response.*

1. If a company believes it cannot improve, it:
  - A. May lose out to competitors
  - B. Is probably very successful
  - C. Does not need to look for new ideas
  - D. All of the above
2. A commitment:
  - A. Can be broken if you have a personal priority
  - B. Should be honored
  - C. Does not have to be honored if you lack respect for the other person
  - D. All of the above
3. Competent workers:
  - A. Do not have to ask for help
  - B. Accept help graciously
  - C. Become incompetent if they have to ask for help
  - D. All of the above
4. A TQM leader is the:
  - A. Most outgoing member of the team
  - B. Person who runs the group
  - C. Person who guides the group
  - D. All of the above
5. A personal definition of excellence:
  - A. Should be whatever you decide it should be for you
  - B. Affects the way you solve problems
  - C. Affects feedback from internal and external customers
  - D. All of the above

6. Admitting a mistake is:
  - A. Dangerous because you might be punished
  - B. The first step toward correcting it
  - C. Acceptable only if you have not had good direction
  - D. A way to feel insecure
7. A group effort can quickly lose its effectiveness and be sidetracked if:
  - A. Some members do not contribute their fair share
  - B. Group members have different opinions
  - C. The group does not have an obvious leader
  - D. Direction is not given from above
8. Learning to say "I'm sorry," can be a cornerstone of quality and help establish trust.
  - A. True
  - B. False
9. Even in the most routine job, anyone can learn something new each day.
  - A. True
  - B. False
10. A standard of zero defects:
  - A. Is probably not important for your job
  - B. Is usually an impossible goal
  - C. Is reasonable and attainable for all jobs
  - D. None of the above
11. Morale can be improved by:
  - A. Celebrating a recent success
  - B. Allowing 15 minutes a day for "idle chat"
  - C. Laughter
  - D. All of the above
12. As a courtesy to team members, you should stop the meeting when someone comes in late and repeat the information for the newcomer.
  - A. True
  - B. False

13. A mission statement:

- A. Presents desirable ideals
- B. Explains how the organization will operate
- C. Expresses the purpose of the organization
- D. All of the above

14. A team's specific goal is:

- A. An overall statement of what the team hopes to accomplish
- B. A plan of work that meets team needs
- C. The ideals of the organization
- D. The team's purpose

15. Most organizational problems can be solved by:

- A. Identifying the weakness in the system
- B. Identifying the weakness in the people involved

16. The most difficult stage in the life of a team is when:

- A. The team first forms
- B. Individual concerns take precedence over group concerns
- C. The problems are difficult to solve
- D. The team has been working together for a long time

17. Consensus requires:

- A. That everyone have equal enthusiasm for the solution
- B. That majority rule be observed
- C. That all voices be heard
- D. All of the above

18. Ethnic or gender diversity on a team:

- A. Requires sensitivity to different perspectives
- B. Will slow the team's progress
- C. Makes no difference in team operation

19. Open-ended questions:

- A. Are asked by the best conversationalists
- B. Require answers beyond “yes” or “no”
- C. Begin with words like “why” and “how”
- D. All of the above

20. Paying attention to internal customers is a waste of time if your business needs to service external customers.

- A. True
- B. False

21. A team member should:

- A. Bring solutions but not problems before the group
- B. Not suggest problems if there seem to be no problems
- C. Use “creative dissatisfaction”
- D. All of the above

22. “Empathy” means:

- A. Feeling sorry for another person
- B. Being aware of another person’s feelings
- C. Understanding the concerns and feelings of another
- D. Creating frankness in team meetings

23. “Synergy” is:

- A. Teaching someone else things you know
- B. Working together for a benefit greater than the sum of separate actions
- C. Training
- D. Having a group composed of people with different skills

24. Remembering a person’s name:

- A. Requires active listening
- B. Can be aided by association tricks
- C. Is a compliment to the person
- D. All of the above

25. When telephoning a customer:
- A. Introduce yourself immediately
  - B. Use a helpful and confident voice
  - C. Both of the above

## **Answer Key for TQM, First Edition**

### ***Recommended response (Corresponding workbook page)***

1. A (7)	6. B (20)	11. D (29)	16. B (45)	21. C (57)
2. B (9)	7. A (21)	12. B (43)	17. C (47)	22. C (61)
3. B (13)	8. A (22)	13. C (39)	18. A (49)	23. B (68)
4. C (15)	9. A (23)	14. B (41)	19. D (54)	24. D (77)
5. D (16)	10. C (25)	15. A (44)	20. B (72)	25. C (82)