

King Saud University
College of Engineering
Industrial Engineering Department

IE 339 Quality Control

Group learning evaluation exam 3(individual Exam.)

Names& I.Ds

| No | Name | ID |
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| 1 | | |

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| Total Marks | |
|-------------|--|

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Question 1

TOTAL QUALITY MANAGEMENT is:

- a) IS THE SET OF MANAGEMENT PROCESSES AND SYSTEMS THAT CREATE DELIGHTED CUSTOMERS THROUGH EMPOWERED EMPLOYEES, LEADING TO HIGHER REVENUES & LOWER COST.
- b) TOTAL QUALITY MANAGEMENT IS A SYSTEMIC APPROACH TO PRODUCTIVITY IMPROVEMENT USING QUALITATIVE AND QUANTITATIVE METHODS AND INVOLVING ALL STAKEHOLDERS TO CONTINUOUSLY IMPROVE THE QUALITY OF ALL PRODUCTS AND SERVICES.SPC.
- c) IT IS THE PROCESS OF INDIVIDUAL & ORGANIZATIONAL DEVELOPMENT THE PURPOSE OF WHICH IS TO INCREASE THE LEVEL OF SATISFACTION OF ALL THE STAKEHOLDERS.
- d) All of the above.

Question 2

COMPONENTS OF TQM ARE:

- a) Price reduction, customer satisfaction.
- b) Involvement of everyone.
- c) Continuous quality improvement, leadership.
- d) None of the above.

Question 3

Who determines quality?

- a) EMPLOYEEER.
- b) Manager.
- c) THE CUSTOMER.**
- d) All of the above.

Question 4

Continuous improvement it means that:

- a) The organization which make a change in the 3 months is a dead organizations.
- b) Improve each and every day - do not focus on problems, focus on improvements.**
- c) Is a balance between financial and non-financial measures.
- d) If you're part of the solution, you're not part of the problem.

Question 5

LEADERSHIP:

- e) COST AN ESSENTIAL ELEMENT OF TQM.
- f) Planning, inputs, outputs, systematic reviews, verification and validation, control of changes.
- g) No effort for quality improvement can succeed within commitment of top management.
- h) A NATION WITHOUT LEADERSHIP IS THE HERD OF SWINE.**