**Test Bank**

**QUALITY MANAGEMENT**

for Organizational Excellence

##### Seventh Edition

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**Table of Contents**

**Test Bank**

Chapter 1 . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 4

Chapter 2 . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 6

Chapter 3 . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 8

Chapter 4 . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 10

Chapter 5 . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 12

Chapter 6 . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 14

Chapter 7 . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 16

Chapter 8 . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 18

Chapter 9 . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 20

Chapter 10. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 22

Chapter 11. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 24

Chapter 12. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 26

Chapter 13. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 28

Chapter 14. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 30

Chapter 15. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 32

Chapter 16. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 34

Chapter 17. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 36

Chapter 18. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 38

Chapter 19. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 40

Chapter 20. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 42

Chapter 21. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 44

Chapter 22. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 46

**TEST BANK**

**Chapter One**

THE TOTAL QUALITY APPROACH TO QUALITY MANAGEMENT

## **TRUE/FALSE: Place T or F in the space provided to the left of the statement.**

\_\_\_\_\_1. Quality deals not only products and services but also includes people, processes, and environments.

\_\_\_\_\_2. Joseph M. Juran is best known for the Seven Deadly Diseases.

\_\_\_\_\_3. Today’s consumers define quality as being flawless and having all of the attributes they want in just the way they want them.

\_\_\_\_\_4. According to the Three-Legged Stool of Total Quality, the seat of the stool is customer focus.

\_\_\_\_\_5. Quality management has o future in the 21st century.

 \_\_\_\_\_6. Peak performance is essential to organizations that operate in a globally competitive environment.

**MULTIPLE CHOICE: Circle the letter before the correct answer in each of the following questions.**

1. The total quality approach has which of the following characteristics?

### Teamwork

#### Obsession with quantity

1. Confusion and poor leadership
2. One employee in charge
3. Customers want an excellent product or service from an organization that also provides:
4. The Deming Cycle
5. Quick fixes
6. Reliable delivery and after purchase support
7. Stamps

3. Which of the following functions is part of the Juran Trilogy?

1. Pareto Principle
2. Quality planning
3. Unity of purpose
4. Six Sigma Program

4. Crosby's Quality Vaccine consists of three ingredients. Which of the following is not one of the three ingredients?

### Teamwork

1. Education
2. Determination
3. Implementation

5. Which of the following is a trend that will shape the future of quality management?

### The Deming Cycle.

1. The Juran Trilogy.
2. Global economy.
3. Increasing global competition.

6. Which of the following certifications is for managers who lead and champion continual-process improvement initiatives?

 A. Calibration technician

 B. Six Sigma Green Belt

 C. Manager of Quality/Organizational Excellence

 D. Quality Process Analyst

**Test Key—Chapter 1**

True/False

1. T

2. F

3. T

4. T

5. F

Multiple Choice

1. A

2. C

3. B

4. A

5. D

6. T 6. C

**Chapter Two**

QUALITY AND GLOBAL COMPETITIVENESS

**TRUE OR FALSE: Place T or F in the space provided to the left of the statement.**

\_\_\_\_\_1. U.S companies, mistakenly seeing quality as the issue, learned that quantity was the key to success in the global marketplace.

\_\_\_\_\_2. The need to improve an organization’s financial condition correlated directly with the process of making and measuring quality improvements.

\_\_\_\_\_3. A nation's ability to compete in the global marketplace has a direct bearing on the quality of life of its citizens.

\_\_\_\_\_4. The only way the U.S. can overcome business-related inhibitors is for the government to enact policies that will reduce non-value-added costs to a minimum.

\_\_\_\_\_5. In order to be an exporter, a manufacturer must be able to outperform foreign competitors in terms of both quality and productivity.

\_\_\_\_\_6. Management-by-accounting encourages short-term cost cutting instead of long-term improvement.

**MULTIPLE CHOICE: Circle the letter before the correct answer in each of the following questions.**

1. Of the trends listed below, which one increases the level of globalization in business?

1. Growing irrelevance of distance.
2. Shifts in the interest rates.
3. Quality of the product.
4. Rise of small towns.

2. Which of the following statements are considered true concerning the affects of global integration?

1. It has helped fuel economic growth throughout the industrialized world.
2. It can be the Achilles heel of economic growth.
3. Downturns in one country can now have a ripple effect that quickly spreads to other countries.
4. All of the above

3. Which of the following countries is the most competitive country in the world?

1. Germany
2. United States
3. Japan
4. Switzerland

4. When making comparisons among internationally competing countries, the following indicators are used:

1. Standard of living and investment.
2. Quality is the key to success.
3. Government infrastructure.
4. Ability to compete.

5. The most important key in maximizing competitiveness is:

1. Education
2. Human resources
3. Teamwork
4. Government
5. The most common college degree among American CEOs is the:

 A. Quality management

 B. MBA

 C. CFO

 D. Management and Leadership

**Test Key—Chapter 2**

True/False

1. F
2. T
3. T
4. F
5. T
6. T

Multiple Choice

1. C
2. D
3. C
4. A
5. B
6. B