**Activity 4 – Quality quiz**

1. Quality is often simply defined as?

Fitness for purpose.

Fitness for employees.

Fitness for managers.

1. Why are businesses having a greater emphasis on quality?

The market is becoming less competitive.

The marketplace is becoming more competitive.

1. List the main benefits of quality?
2. When achieving quality, what role does the purchasing department have?

Ensuring that the right quantity and quality of raw materials or components are available for the production process.

Ensuring that the right quantity and quality of end products are available for the production process.

1. What role does finance have in achieving quality?

Making sure capital is available for investment.

Making sure relevant employees are available.

1. The view of world class manufacturers is that quality must be?

Built in.

Factored in.

Supervised.

1. List the methods of quality assurance.
2. What is the first stage of benchmarking?

Setting new targets to be achieved.

Checking other competitors figures.

1. What is the most important part of benchmarking?

The manger is an autocratic leader.

The inclusion of the whole workforce.

1. ISO 900 is supposed to guarantee quality is this is always the case?

Yes.

No.

1. Production control involves?

Market research methods.

Feedback and monitoring of costs.

1. Quality control is a system of maintaining standards?

True.

False.

1. What does TQM stand for?

Total quality management.

Total quality methods.

Timing quality management.

1. The T in TQM is all about?

Integration of employees.

Integration of staff.

Integration of suppliers.

1. The Q in TQM is all about?

Speed and quality.

Production times and prices.

1. According to TQM when improving quality the responsibility lies with the ?

Employees.

Middle managers.

Top managers.

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1. Why are businesses having a greater emphasis on quality?

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**The marketplace is becoming more competitive.**

1. List the main benefits of quality?

**Increased sales, Market orientation, Reduced waste, Customer satisfaction and Reduced costs.**

1. When achieving quality, what role does the purchasing department have?

**Ensuring that the right quantity and quality of raw materials or components are available for the production process.**

Ensuring that the right quantity and quality of end products are available for the production process.

1. What role does finance have in achieving quality?

**Making sure capital is available for investment.**

Making sure relevant employees are available.

1. The view of world class manufacturers is that quality must be?

**Built in.**

Factored in.

Supervised.

1. List the methods of quality assurance.

Recognised standards, Team working, Product design checking, Production control and Bench-marking.

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