



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Diploma in Medical Laboratory Technology

Course Name – Quality Assurance and Accreditation

Course Code - DMLT201

(Semester II)

Time allotted : 1 Hrs.15 Min.

Full Marks : 60

[The figure in the margin indicates full marks.]

Group-A

(Multiple Choice Type Question)

1 x 60=60

Choose the correct alternative from the following :

- (1) The shape of the Normal Curve is
 - a) Bell Shaped
 - b) Flat
 - c) Circular
 - d) Spiked
- (2) Quality is responsibility
 - a) Hospital's
 - b) Doctor's
 - c) Everybody's
 - d) Quality Manager's
- (3) Which are the indicators of good quality in a structure?
 - a) qualifications of medical staff and administrative structures
 - b) No adequate space.
 - c) Poor facilities
 - d) Bad impression
- (4) Why is good quality important?
 - a) Quality is Critical to Satisfied Customers
 - b) Quality is Critical to bad impression Customers
 - c) Poor facilities
 - d) Poor facilities
- (5) is part of quality management focussed on providing confidence that quality requirements will be fulfilled?
 - a) Quality Management
 - b) Quality
 - c) Quality Assurance
 - d) Uploading
- (6) The main objective of Quality Assurance is
 - a) Proof of fitness of product
 - b) inspection of quality of product
 - c) Quality conformance
 - d) Customer satisfaction
- (7) In an experiment, it is found that the experimental value is very close to actual value, hence the experimental value can be called _____
 - a) Accurate
 - b) Precise
 - c) Suitable
 - d) Mean

- (8) Which of the following is NOT covered under Finished product quality Assurance?
- Finished product monitoring
 - Special finished product survey
 - Factory visits
 - None of these
- (9) For optimal level of quality which of the following cost should be minimum?
- Direct cost
 - Indirect cost
 - Appraisal cost
 - Total cost
- (10) What is the reason for the occurrence of systematic errors in an instrument ?
- No use for a long time
 - High use
 - Manufacturing fault
 - Delivery fault
- (11) TQM focuses on 1) Supplier (2) Employee (3) Customer
- 1 and 3 only
 - 3 only
 - 2 and 3 only
 - 1, 2 and 3
- (12) Which is the control chart for fraction defective?
- V-chart
 - P-chart
 - X-chart
 - C-chart
- (13) Which of the following mathematical distribution is used in P-chart?
- Normal distribution
 - Binomial distribution
 - Poisson distribution
 - Exponential distribution
- (14) Deming award is related to
- Total quality management
 - Lean production
 - Flexible manufacturing
 - Agile manufacturing
- (15) Which of the component control following options involves material
- Quality control
 - Feedback
 - Development of standards
 - Development of specification
- (16) Which of the following option is not correct regarding QA and QC?
- QA depends on the activities of the entire company
 - Process capabilities should be monitored on intermittent basis
 - Measuring equipments must have a calibration certificate
 - Normally many inspections are done during the process of manufacturing
- (17) Process control is carried out
- During production
 - after production control
 - before production
 - All of these
- (18) Select which one is not an External failure costs?
- complaint resolution
 - testing
 - helpline support
 - warranty work
- (19) Select the option which is not an appraisal in SQA?
- inter-process inspection
 - maintenance
 - testing
 - quality planning
- (20) Cost of non-conformance consists of two elements
- External and internal cost
 - Prevention cost and Appraisal cost
 - Prevention cost and external cost
 - Prevention cost and internal cost
- (21) How are systematic errors removed usually for an instrument?
- By replacing it
 - By re-calibrating it
 - By using a repairing service
 - By not using it for some time
- (22) what is QA?

- a) It is the measurement of degree to which the product satisfies the needed
 c) Process of identifying defects
- b) Any systematic process used to ensure quality in the process
 d) It is a corrective tool.
- (23) Which of the following option is correct regarding QA and QC?
 a) QC is an integral part of QA
 c) QA and QC are independent too each other
- b) QA is an integral part of QC
 d) QC may or may not depend on QA
- (24) What is the first step of QA
 a) Development of standard
 c) Servicing
- b) Identification of customer need
 d) Material control
- (25) A tolerance diagram is also called
 a) Scatter diagram
 c) Tier chart
- b) Defect concentration diagram
 d) Histogram
- (26) Controls limits are
 a) Limits difined by customers
 c) Limits driven by the inherent varriability of t he process
- b) Limits driven by the natural varriability of th e process
 d) Statistical limits
- (27) Which of the following is not included in prevention cost?
 a) equipment calibration and maintanence
 c) test equipment reviews
- b) formal technical reviews
 d) quality planning reviews
- (28) Which of the following option is not correct regarding QA and QC?
 a) Process capabilities should be monitored on i ntermittent basis
 c) Normally many inspections are done during t he process of manufacturing
- b) Measuring equipment's must have a calibrati on certificate
 d) QA depends on the activities of the entire co mpany
- (29) Control charts have sometimes been referred to as
 a) Taguchi Diagrams
 c) Feigenbaum loss Function Graphs
- b) Deming Chain Reaction
 d) Shewhart Control Charts
- (30) How a quality can be quantified
 a) performance + expectations
 c) performance – expectations
- b) performance x expectations
 d) performance / expectations
- (31) Traditional culture of quality requirements focuses on
 a) product oriented
 c) customer oriented
- b) process oriented
 d) supplier oriented
- (32) PDCA cycle is the contribution of
 a) walter shewhart
 c) genichi taguchi
- b) philip crosby
 d) w. edward deming
- (33) In TQM, how many elements are there in Quality statements
 a) 1
 c) 3
- b) 2
 d) 4
- (34) What are the elements of Quality statements
 a) vision statement
 c) quality policy statement
- b) mission statement
 d) All the three
- (35) In components of CoQ, Cost of good quality contains
 a) prevention cost
 c) both a and b
- b) appraisal cost
 d) None of these

- (36) PDCA cycle stands for
- a) plan do check act
 - b) plan did check act
 - c) process do check act
 - d) process did check acknowledge
- (37) Dimensions of quality contains
- a) performance
 - b) reliability
 - c) conformance
 - d) all of these
- (38) Dimensions of Service quality contains
- a) tangibles
 - b) reliability
 - c) assurance
 - d) all of these
- (39) In TQM, the customer need can be understandable by which model
- a) taguchi model
 - b) kano model
 - c) deming model
 - d) kaizen model
- (40) In continuous improvement, PDSA stands for
- a) plan do study act
 - b) plan did study act
 - c) process do study act
 - d) process did study acknowledge
- (41) Inspection, scrap, and repair are examples of _____
- a) internal costs
 - b) external costs
 - c) costs of dissatisfaction
 - d) societal costs
- (42) TQM stands for _____
- a) Total Quality Management
 - b) Total Quantity Management
 - c) Total Qualitative Management
 - d) To question management
- (43) Inspection is part of the _____
- a) quality control (not sure)
 - b) Quality Planning
 - c) Quality improvement
 - d) Quality circle
- (44) Control limits are _____
- a) Limits defined by customers
 - b) Limits driven by the natural variability of the process
 - c) Limits driven by the inherent variability of the process
 - d) Statistical limits
- (45) The natural variability of the process is measured by _____
- a) Process mean
 - b) Sample standard deviation
 - c) Process standard deviation
 - d) Sample mean
- (46) Establishing measurements based on customer needs for optimizing product design is known as _____
- a) Quality planning
 - b) quality improvement
 - c) quality control
 - d) Quality planning (Actual answer is Quality planning roadmap)
- (47) Is the set of activities that ensures the quality levels of products and services are properly maintained and that supplier and customer quality issues are properly resolved.
- a) Quality Assurance
 - b) Quality Planning
 - c) Quality Control
 - d) Quality Management
- (48) Which of the following is not a target of Total Quality Management:
- a) Customer Satisfaction
 - b) Reducing manpower
 - c) Continuous Cost Reduction
 - d) Continuous Operational Improvement
- (49) Which of the following is responsible for quality objective?
- a) Top level management
 - b) Middle level management

- c) Frontline management
 (50) While setting Quality objective, _____ to be considered.
 a) Customer need
 c) Supplier need
- d) All of these
 b) Organizational need
 d) Worker need
- (51) Normal Distribution is also known as
 a) Cauchy's Distribution
 c) Gaussian Distribution
- b) Laplacian Distribution
 d) Lagrangian Distribution
- (52) The Deming's P-D-C-A cycle, is a process of
 a) Problem-solving process
 c) Involvement-process
- b) Innovation-process
 d) Distribution
- (53) Low cost, higher volume items requires
 a) no inspection
 c) intensive inspection
- b) little inspection
 d) 100% inspection
- (54) To determine the quality objectives and the critical factors' is a part of which phase of PDCA cycle?
 a) Plan
 c) Check
- b) Do
 d) Act
- (55) The quality of the product is substantially affected by _____
 a) Supplier quality
 c) Supplier money
- b) Supplier fund
 d) Supplier name
- (56) Which of the following is responsible for quality objective
 a) Top level management
 c) Frontline management
- b) Middle level management
 d) Quality management
- (57) Payment against warranty is
 a) External failure cos
 c) Internal failure cost
- b) Prevention cost
 d) Appraisal cost
- (58) Which factor is the basis of Decision making in TQM?
 a) Facts only
 c) Facts and opinions both
- b) Opinions only
 d) Neither facts nor opinions
- (59) R charts are control charts for
 a) varriables
 c) attributes
- b) reliability
 d) maintainability
- (60) Quality control is a
 a) manegerial tool
 c) product oriented apporch
- b) process oriented apporch
 d) None of these