



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Science in Critical Care Technology

Course Name – Quality Assurance and Accreditation

Course Code - BCCT202

(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) Quality means

a) Poor quality	b) False results
c) Negative Results	d) None of these
- (2) A good quality means

a) Right thing, Doing Right	b) Bad
c) Income.	d) None of these
- (3) -----are quality management and quality assurance standards

a) ISO 22000	b) ISO 9000
c) ISO 14000	d) None of these
- (4) ----- Systematic and planned actions which are necessary to provide adequate confidence that a product or service will satisfy the given requirement for quality

a) Quality control	b) Quality assurance
c) GHP	d) GLP
- (5) The control chart used for the fraction of defective items is a sample is

a) Range chart	b) Mean chart
c) P-chart	d) C-chart
- (6) Statistical quality control techniques are based on the theory of

a) Probability	b) Quality
c) Statistics	d) Set theory
- (7) The maximum value of the average range outgoing quality for all possible values of proportion d effective is called

a) Average outgoing quality (AOQ)	b) Acceptable quality level (AQL)
c) Average outgoing quality limit (AOQL)	d) Lot tolerance proportion defective (LTPD)
- (8) TQM focuses on 1) Supplier (2)Employee (3)Customer

a) 1 and 3 only	b) 3 only
c) 2 and 3 only	d) 1, 2 and 3

- (9) Which of the following mathematical distribution is used in P-chart?
- a) Normal distribution
 - b) Binominal distribution
 - c) Poisson distribution
 - d) Exponential distribution
- (10) Which of the following is an example of QA?
- a) Validation
 - b) Software testing
 - c) Verification
 - d) Documentation
- (11) Process control is carried out
- a) During production
 - b) after production control
 - c) before production
 - d) All of these
- (12) Select the option which is not an appraisal in SQA?
- a) inter-process inspection
 - b) maintence
 - c) testing
 - d) quality planning
- (13) Cost of Quality Consists of
- a) Two
 - b) Three
 - c) Four
 - d) Five
- (14) ISO stand for
- a) International Organization for Standarization
 - b) International Organization for system
 - c) International Organization for support
 - d) International Organization for standard
- (15) Which of the following option is correct regarding QA and QC?
- a) QC is an integral part of QA
 - b) QA is an integral part of QC
 - c) QA and QC are independent too each other
 - d) QC may or may not depend on QA
- (16) A tolerance diagram is also called
- a) Scatter diagram
 - b) Defect concentration diagram
 - c) Tier chart
 - d) Histogram
- (17) The natural varriability of the process is measured by
- a) Process by mean
 - b) Sample standard deviation
 - c) Process standard deviation
 - d) Sample mean
- (18) What type of chart will be issued to plot the number of defectives in the output of any process?
- a) x bar chart
 - b) R chart
 - c) C chart
 - d) P chart
- (19) Which of the following is not included in prevention cost?
- a) equipment calibration and maintainence
 - b) formal technical reviews
 - c) test equipment reviews
 - d) quality planning reviews
- (20) Arrange the steps of QA in ascending order?
- a) Customer needs, material control, design develop ment, process control, marketing
 - b) Material control, process control, customer need, design development, finished product
 - c) Customer needs, design development, material co ntrol, process control, finished product
 - d) Material control, servicing, process control, mater ial control, design development
- (21) Which of the following option is not correct regarding QA and QC?
- a) Process capabilities should be monitored on inter mittent basis
 - b) Measuring equipment's must have a calibration ce rtificate
 - c) Normally many inspections are done during the pr ocess of manufacturing
 - d) QA depends on the activities of the entire compan y
- (22) Control charts have sometimes been referred to as
- a) Taguchi Diagrams
 - b) Deming Chain Reaction
 - c) Feigenbaum loss Function Graphs
 - d) Shewhart Control Charts
- (23) How a quality can be quantified

- a) performance + expectations
c) performance – expectations
- b) performance x expectations
d) performance / expectations
- (24) PDCA cycle is the contribution of
- a) walter shewhart
c) genichi taguchi
- b) philip crosby
d) w. edward deming
- (25) Cost of quality is given by costs of
- a) prevention + appraisal + internal failure + external failure
c) internal failure + external failure
- b) prevention + appraisal
d) appraisal + internal failure
- (26) In components of CoQ, Cost of poor quality contains
- a) internal failure cost
c) both a and b
- b) external failure cost
d) None of these
- (27) PDCA cycle stands for
- a) plan do check act
c) process do check act
- b) plan did check act
d) process did check acknowledge
- (28) Dimensions of Service quality contains
- a) tangibles
c) assurance
- b) reliability
d) all of these
- (29) In TQM, the customer need can be understandable by which model
- a) taguchi model
c) deming model
- b) kano model
d) kaizen model
- (30) is not a process tools for TQM systems
- a) process flow analysis
c) plier
- b) histograms
d) control charts
- (31) is about supplying customers with what they want when they want it.
- a) JUT
c) JAT
- b) HET
d) JIT
- (32) TQM stands for _____
- a) Total Quality Management
c) Total Qualitative Management
- b) Total Quantity Management
d) To question management
- (33) inspection is part of the _____
- a) quality control (not sure)
c) Quality improvement
- b) Quality Planning
d) Quality circle
- (34) Kaizen is a Japanese term meaning _____
- a) continuous improvement
c) a fishbone diagram
- b) Just-in-time (JIT)
d) setting standards
- (35) 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
c) Quality Control
- b) Quality Planning
d) Quality Management
- (36) The objective of ISO-9000 family of Quality management is
- a) Customer satisfaction
c) Skill enhancement
- b) Employee satisfaction
d) Environmental issues
- (37) Which of the following is responsible for quality objective?
- a) Top level management
c) Frontline management
- b) Middle level management
d) All of these
- (38) While setting Quality objective, _____ to be considered.

- a) Customer need
c) Supplier need
- b) Organizational need
d) Worker need
- (39) Quality management requires:
- a) ISO 9000 certification
c) Printing promotional brochures
- b) Workers not working overtime
d) Keeping internal customers satisfied
- (40) Two major components of fitness of use are, first is Quality of Design and second is _____
- a) Quality of Conformance
c) Quality of Specification
- b) Quality of Service
d) Quality of Manufacturing
- (41) The meaning of Japanese name 'Kaizen'
- a) To Promote continuous improvement
c) To innovate the process
- b) To solve the problem
d) Make no discipline
- (42) The quality of the product is substantially affected by _____
- a) Supplier quality
c) Supplier money
- b) Supplier fund
d) Supplier name
- (43) Which of the following is responsible for quality objective
- a) Top level management
c) Frontline management
- b) Middle level management
d) Quality management
- (44) J.I.T is known a
- a) Justification Incoming Target
c) Just in Target
- b) Just in Time
d) Just in Traffic
- (45) What is included in the quality assessment in TQM?
- a) Strategic quality planning
c) Quality and operational results
- b) Management of process quality
d) information and analysis
- (46) How many stages are needed for inspection and testing in TQM as per ISO 9001?
- a) 1
c) 3
- b) 2
d) 4
- (47) Which of the following is not an advantage of implementing a quality system that conforms to ISO standards?
- a) Improvement in employee involvement
c) Improvement in customer satisfaction
- b) Improvement in housekeeping
d) Inefficient decision making
- (48) Which of the following is/are the advantage(s) of using the ISO 9001 standard?
- a) Organizing processes
c) Continuous improvement
- b) Improving the efficiency of processes
d) Organizing processes, improving the efficiency of processes, and continuous improvement
- (49) Statistical quality control techniques are based on the theory of
- a) Probability
c) statistics
- b) Quality
d) theory
- (50) Deming award is related to
- a) Total quality management
c) Flexible manufacturing
- b) Lean production
d) Agile manufacturing
- (51) When the money saved by renewable energy and energy efficiency more than pay for the capital and maintenance costs over a given period.
- a) Cost Efficiency
c) Cost Effectiveness
- b) Cost Improvement
d) None of these
- (52) ISO 9001 is not concerned with _____ of quality records.
- a) collection
c) verification
- b) maintenance
d) dis-positioning

- (53) Cost of quality means
- a) cost of quality related effort and defficiency
 - b) to quantity the workload
 - c) the amount of money spent on productive work
 - d) the amount of money spent on deficient work
- (54) The cost associated with NOT producing quality products or services is called _____
- a) Cost of Quality
 - b) Cost of Poor Quality Product
 - c) Cost of Mistake
 - d) Cost of Poor Quality Service
- (55) Costs associated with improving quality or cost of conformance is called _____
- a) Cost of Good Quality
 - b) Cost of Poor Quality
 - c) Cost of Improvement
 - d) Cost of Planning
- (56) Mathematically, the cost of quality equals to _____
- a) Prevention Costs + Appraisal Costs + Internal Failure Costs + External Failure Costs
 - b) Prevention Costs + Appraisal Costs + Internal Failure Costs – External Failure Costs
 - c) Prevention Costs + Appraisal Costs + Internal Failure Costs * External Failure Costs
 - d) Prevention Costs – Appraisal Costs + Internal Failure Costs + External Failure Costs
- (57) Which of the following does not belong to Prevention Costs?
- a) Marketing research
 - b) Customer/User perception surveys
 - c) Design quality progress reviews
 - d) Lost sales
- (58) Which ‘pillar of TQM’ recognizes that product quality is a result of process quality?
- a) Process Management
 - b) Employee Empowerment
 - c) Continuous Improvement
 - d) Customer Focus
- (59) According to Deming, Quality problems are
- a) Due to method
 - b) Due to management
 - c) Due to machine
 - d) Due to material
- (60) Empowering employees provides oppourtunnities for the employees to develop their skills and take on greater challenges and roles in the organization
- a) Cost Benefits
 - b) Career Development
 - c) None of the Above
 - d) Both A & B