IET 419/619

Fall 2016

Syllabus Quiz

50 Points (Each question is 5 points)

Answer all 10 questions with short essays. (Generally, most questions will require response of no more than thirty words each).

1. Quality is said to be synonymous with excellence. How does excellence relate to stakeholders?

Excellence relates to stakeholders because it balances their concerns and increases the probability of long term organizational success at the same time.

1. State the three (3) significant inventions that gave rise to the modern Quality Movement.
* The invention and refinement of the steam engine helped spark the era for human labor to be replaced by machines.
* The concept of mass production helped create the printing press.
* The invention of the clock which created time keeping and timing to help measure production and efficiencies.
1. Which of the prominent quality advocates is best credited for the concepts of Cost of Quality and Zero Defects?

Philip Crosby is the person who has been credited with the concepts of Cost of Quality and Zero Defects.

1. A company is ISO 9001:2000 certified and has advanced to the more current ISO9001:2008 standard. On what area of quality will the company place more emphasis with the current standard?

With ISO9001:2008, the company would now place more emphasis on quality as an intrinsic component of a total management system and the condition requise for sustainability.

1. When an organization implements Six Sigma Quality Standard, what specific goal does the organization seek to achieve primarily?

The goal of the organization that implements Six Sigma Quality Standard is to produce less than 10 defects per million, a condition that for all practical purposes is considered defect free.

1. A strategic planning process usually begins with a SWOT analysis. What are the four components of a SWOT analysis?

SWOT stands for strengths, weakness, opportunities, and threats. The four steps of a SWOT analysis are:

1. Establish purpose.
2. Address interface issues.
3. Formulate strategy.
4. Execute strategy.
5. State the specific step in the Benchmarking process that typically involves customer surveys and focus groups.

Step 4, Identify best practices and measures.

1. In which three ways can benchmarking costs accrue?

The three areas that can make benchmarking costs accrue are visitation, time, and database management.

1. Besides having a sense of timing, possessing an ability to enable, being an advocate for change, and possessing empathy, what other skill identifies a leader?

The other skill that identifies a leader is having a vision – being able to recognize potential, spot opportunities, and be receptive to new ideas.

1. What is the rationale for having a balanced scorecard?

The rationale for having a balanced scorecard is an approach that can effectively direct management attention to the key areas that contribute to the creation of quality for all stakeholders.