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QUESTION 1

What is the primary objective of the system proposal from the producer's viewpoint?

- A. To present the costs / benefits of the proposal
- B. To obtain an agreement for more work
- C. To standardize presentations
- D. To present the methodology of operations

Correct Answer: B

QUESTION 2

Pick the best tactic to use in constructive criticism to help the worker understand his or her solution to the criticism.

- A. Criticize the individual rather than the product, because the individual creates problems with the product.
- B. Be prepared to help your subordinate improve his or her performance.
- C. Do it in public, while others are listening, so they too can learn from other people's mistakes.
- D. Explain to the employee what will happen to his or her career if the employee's behavior doesn't change.

Correct Answer: B

QUESTION 3

The inspection is an evaluation technique that relies on visual examination of an item.

- A. True
- B. False

Correct Answer: A

QUESTION 4

The essence of a quality internal product is:

- A. Customer satisfaction
- B. Improving internal processes
- C. Delivering the right product

Correct Answer: A

QUESTION 5

The intent of the quality control checklist should be to improve the quality of the product being controlled by investigative means.

- A. True
- B. False

Correct Answer: A

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