

Quality 'Quick Quiz'

1. The "Father of Scientific Management" is?

- F.W Taylor
- Joseph M. Juran
- Dr W.E. Deming
- Professor K Ishikawa

2. Who said it ? "You can't let your failures define you. You have to let your failures teach you"

- Joseph M. Juran
- Kichiro Toyoda
- Jack Welch
- Barak Obama

3. Who is the Father of management by objectives (MBO)?

- Frederic Taylor
- Peter Drucker
- Henri Fayol
- Max Weber

4. Who popularised Policy Function Deployment (or Hoshin Kanri)?

W.E. Deming

Peter Drucker

Professor K. Ishikawa

Yoji Akao

5. Who said it ? “Be a yardstick of Quality” Some people aren't used to an environment where excellence is expected.

Barak Obama

Steve Jobs

Jerry Yang

Akio Morita

6. The Big Q is?

A lot of people at the check out

A traffic jam

The quality strategy for a company

7. The following statement is true or false?

‘Quality is everybody’s job’

True

False

8. According to Professor Ishikawa, the causes of product failure were mainly down to:

The machinery

The materials

The design of the product

The way that people were treated

9. A name for self managing teams is

Gemba Kenjutsu

Quality Circles

Genchi Kaizen

Total Quality

10. Product recalls only ever happen to automotive products

True

False