|  |  |
| --- | --- |
| 1 | **Introduction to Quality** |

|  |  |  |  |
| --- | --- | --- | --- |
| Q# | ANSWER | Q# | ANSWER |
| **1** | b | **15** | d |
| **2** | c | **16** | c |
| **3** | design | **17** | results |
| **4** | system | **18** | inspection |
| **5** | degree of usage | **19** | conforming |
| **6** | d | **20** | review |
| **7** | a |  |  |
| **8** | quality |  |  |
| **9** | e |  |  |
| **10** | c |  |  |
| **11** | quality |  |  |
| **12** | standards |  |  |
| **13** | c |  |  |
| **14** | d |  |  |

|  |  |
| --- | --- |
| 2 | **Total Quality Management** |

|  |  |  |  |
| --- | --- | --- | --- |
| Q# | ANSWER | Q# | ANSWER |
| **1** | input | **16** | d |
| **2** | supplier | **17** | d |
| **3** | business (administrative) | **18** | b |
| **4** | e | **19** | a |
| **5** | quality assurance | **20** | b |
| **6** | d | **21** | c |
| **7** | c | **22** | c |
| **8** | d | **23** | d |
| **9** | a | **24** | flow |
| **10** | d | **25** | b |
| **11** | b | **26** | c |
| **12** | a | **27** | d |
| **13** | Source (or process) | **28** | a |
| **14** | d | **29** | concurrent (or simultaneous) |
| **15** | delivery | **30** | d |
|  |  | **31** | Effects |
|  |  | **32** | mode |
|  |  | **33** | True |