

MAHARSHI DAYANAND COLLEGE

**CLASS : TYBBI
SUBJECT :TURNAROUND MANAGEMENT
SEM: VI**

In the job designing concept, BPR stands for

- (A) Business Process Resourcing**
- (B) Business Process Reengineering**
- (C) Business Process Reporting**
- (D) Business Process Remodelling**

The vertical expansion of job by increasing the amount of worker's responsibilities associated with the position is called:

- (A) Job rotation**
- (B) Job simplification**
- (C) Job Enrichment**
- (D) Job Enlargement**

A situation in which employees perceive too narrow a difference between their own pay and that of their colleague:

- (A) Pay secrecy**
- (B) Pay compression**
- (C) Pay security**
- (D) None of the above**

Under which system of payment quality of goods can be ensured?

- (A) Piece rate system**
- (B) Time Rate system**
- (C) Incentives**
- (D) None of these**

Which of the following is a communication model which is used to improve understanding between individuals?

- (A) Kaizen**
- (B) Johari window**
- (C) Six Sigma**
- (D) Hot stove rule**

A period of rapid market acceptance and substantial profit improvement has been happening at which point of product life cycle:

- (A) Introduction**
- (B) Maturity**
- (C) Growth**
- (D) Decline**

_____ motives persuade a person to buy products from a particular manufacturer or trader

- (A) Patronage Motive**
- (B) Product Motives**
- (C) Internal Motives**
- (D) Inherent Motives**

AIDA approach helps to plan sales presentations. What is AIDA stands for?

- (A) Attention Interest Desire Action**

(B) Attitude Interest Development Achievement

(C) Attention Interest Direction Assisting

(D) Attitude Integrity Directing Achievement

Sometimes an employee is aggrieved not because of any valid or legitimate reason but because of a wrong perception, wrong attitude or wrong information. What form of grievance is this?

(A) Imaginary grievance

(B) Disguised grievance

(C) Factual grievance

(D) None of these

-Which of the following is associated with Mc Gregar's Hot stove Rule?

(A) Planning

(B) Motivation

(C) Communication

(D) Discipline

-The process of building, maintaining and using customer database for the purpose of contacting, transacting and building customer relationships is:

(A) Service marketing

(B) Relationship marketing

(C) Database marketing

(D) Meta marketing

_____ is the process of dividing buyers into different groups on the basis of personality traits, lifestyle or values

(A) Demographic segmentation

(B) Geographic Segmentation

(C) Psychographic Segmentation

(D) Behavioural Segmentation

-Inventory means

(A) Stock of materials in different forms

(B) Stock

(C) Stock of goods

(D) Stock of goods and services

The process mapping is a _____ diagram.

- a. **Data flow**
- b. **Work flow**
- c. **Circular**
- d. **Audit**

Control chart is a

- a. **Process monitoring tool**
- b. **Process control tool**
- c. **Both (a) and (b)**
- d. **None of the above**

-The objective of ISO-9000 family of Quality management is

- a. **Customer satisfaction**
 - b. **Employee satisfaction**
 - c. **Skill enhancement**
 - d. **Environmental issues**
- ()

-Total Quality Management (TQM) focuses on

- a. **Employee**
- b. **Customer**
- c. **Both (a) and (b)**

d. None of the above

-Which of the following is responsible for quality objective?

- a. Top level management**
- b. Middle level management**
- c. Frontline management**
- d. All of the above**

-The following is (are) the machine down time.

- a. Waste**
- b. No material**
- c. Breakdown**
- d. All of the above**

-TQM & ISO both focuses on

- a. Customer**
- b. Employee**
- c. Supplier**
- d. All of the above**

-According to Deming, Quality problems are

- a. Due to management**
- b. Due to method**
- c. Due to machine**
- d. Due to material**

-While setting Quality objective, _____ to be considered.

- a. Material quality**
- b. Customer need**
- c. Market demand**
- d. All of the above**

This set of Engineering Metrology Multiple Choice Questions & Answers (MCQs) focuses on “Principles of TQM”.

What is the full form of TQM?

- a) True quality machining**
- b) Total quality management**
- c) True quantitative machining**
- d) Total queue management**

. Which of the following is correct for TQM?

- a) Quality strategy in TQM emanates from top**
- b) TQM is a static process**
- c) It is a management approach to short-term success through customer**
- d) It is used to improve processes not products**

Which part in quality management is the critical part?

- a) Process thinking**
- b) Performance measurement**
- c) Customer's view**
- d) Systematic approach**

Which of the following is not true for communication in TQM?

- a) Three way communication**
- b) It should be clear**
- c) Forceful**

d) Open involvement

-Which of the following aspect is concerned with working conditions and amenities such as canteens, crèches, housing, transport etc.

(A) Industrial relations aspects

(B) Labor aspect

(C) Welfare aspect

(D) Monetary aspect

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-Which of the following is not an external source of recruitment?

(A) Employment Exchanges

(B) Data Banks

(C) Labor contractor

(D) Transfer

- ____ test is designed to find out how efficiently and swiftly an applicant uses his hands, fingers, eyes and other parts of body

- (A) Aptitude test
- (B) Achievement Test
- (C) Interest Test
- (D) Dexterity Test

-Who quotes “Induction is the welcoming process to make the new employee feel at home and generate in him a feeling of belongingness to the organization”?

- (A) Michael Armstrong
- (B) Edwin B. Flippo
- (C) Peter F. Drucker
- (D) Abraham Maslow

-The tendency to evaluate a person on the basis of one traitor characteristics is the Phenomenon of:

- (A) Central tendency
- (B) Leniency
- (C) Halo error
- (D) Similarity Error

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Outsourcing is

a. Exporting

b. Importing

c. A firm having someone else do part of what it previously did itself.

d. Building a factory in another country to produce for that country's market.

e. Going out of business

Offshoring is

a. Substituting foreign for domestic labor.

b. Subcontracting a part of production to another firm.

c. Exporting

d. Importing

e. Building a factory in another country to produce for that country's market.

(This is the definition quoted in lecture from Bivens)

According to the Brainard and Litan Policy Brief, what percentage of those in the U.S. who involuntarily lose their jobs each year do the authors estimate are due to offshoring?

a. None. Outsourcing has no effect on employment.

b. None. Outsourcing actually causes employment to increase.

c. Less than five percent.

d. Between ten and twenty percent.

e. More than half.

How does offshoring affect an industry's productivity?

a. It reduces productivity by making workers anxious and unable to concentrate on their jobs.

b. It reduces productivity by replacing workers with low-quality machines, produced abroad.

c. It increases productivity by scaring workers into working harder.

- d. It increases productivity by eliminating the activities at which the firm is least efficient.
- e. It has no measurable effect on productivity, according to studies that have sought to measure it.

Which of the following jobs does Alan Blinder code as “offshorable”?

- a. Architects
- b. Computer repair
- c. Pediatrics
- d. Geriatrics
- e. Builders

Which of the following is not one of the policies recommended for dealing with outsourcing/offshoring in the United States?

- a. Gather more data about it.
- b. Provide additional assistance to workers who lose their jobs because of it.
- c. Repeal any tax laws that artificially increase the practice.
- d. Prohibit imports that have been produced with foreign labor.
- e. Provide wage insurance.

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Explanation: Total quality management is a process that promotes unending improvement in the efficiency and effectiveness of all elements of a business. Quality finds the 1st place in the entire business action.

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. Which of the following is correct option for given statements about TQM?

Statement 1: Design of the formal system is a one time effort.

Statement 2: TQM is a management philosophy.

- a) F, F**
- b) F, T**
- c) T, T**
- d) T, F**

. What are the core principles of the TQM in a company-wide effort?

- a) Customer and process orientation only**
- b) Continuous improvement only**
- c) Process orientation and continuous improvement only**
- d) Continuous improvement, process and customer orientation**

Which drivers are used in TQM system?

- a) Competition, Survival and export drive**
- b) Teamwork participation and customer satisfaction**
- c) Quality tools and technique**
- d) Management commitment and vision**

. What is included in the quality assessment in TQM?

- a) Strategic quality planning**
- b) Management of process quality**
- c) Quality and operational results**
- d) Information and analysis**

How many stages are needed for inspection and testing in TQM as per ISO 9001?

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Match The Following

- A. TQM promotes 1. Small change
 - B. Kaizen is 2. Continuous improvement
 - C. Quality circle can solve problem related to 3. Employee participation
 - D. Quality circle benefit to 4. Employee
- The correct order is

- A-3, B-1, C-2, D-4
- A-1, B-3, C-2, D-4
- A-3, B-1, C-4, D-2
- A-3, B-2, C-1, D-4
- ()

_____ helps organization reduce employee turnover and absenteeism.

- Job design
- Training & development
- Wage revision
- All of the above

CMM stands for

- Capability maturity model**
- Capability monitoring model**
- Capability measuring model**
- Capability matching model**

While setting Quality objective, _____ to be considered.

- Customer need**
- Organizational need**
- Supplier need**
- Worker need**

Which of the following is for Environment management?

- ISO-9000**
- ISO-14000**
- ISO-26000**
- ISO-31000**

Which factor is the basis of Decision making in TQM?

- a) Facts only**
- b) Opinions only**
- c) Facts and opinions both**
- d) Neither facts nor opinions**

- No liability for debts**
- Unlimited liability**
- Joint liability**
- Limited liability**

Identify the primary level(s) of conflict(s)

- (A) Intrapersonal**
- (B) Interpersonal**

(C) Intergroup

(D) All of the above

State the reason(s) for individual resistance

(A) Personal reasons

(B) Economic reasons

(C) Social reasons

(D) All of the above

Fiedler has described situational favorableness in terms of three empirically derived dimensions, viz:-

(A) The leader member relationship, The degree of task structure, The leader's positional power

(B) The leader member relationship, The degree of organization structure, The leader's positional power

(C) The leader member relationship, The degree of task structure, The leader's positional level

(D) The leader member relationship, The degree of organization structure, The leader's positional level

Identify the main reason(s) for resistance to change, as advocated by Keith Davis

(A) Obsolescence of skills

(B) Fear of unknown

(C) Preference for status quo

(D) All of the above

_____ is the science of human behavior.

- (A) Psychology
- (B) Philosophy
- (C) Sociology
- (D) None of the above

Identify the key principle(s) for integrative (win-win) negotiations

- (A), Invent options for mutual gains
- (B) Focus on interests and not positions
- (C) Insist on using objective criteria
- (D) All of the above

_____ is caused because of the modern life and anxiety to cope with them.

- (A) Depression
- (B) Distress
- (C) Eustress
- (D) None of the above

- A person of lower than normal intelligence is less bored by _____ work.

- (A) Repetitive
- (B) Continuous
- (C) Daily
- (D) All of the above

➤ **What is the other name for vertical job loading?**

(A) Job satisfaction

(B) Job enlargement

(C) Job enrichment

(D) None of the above

➤ **John and Peter are members of the Six-sigma team. What factor(s) may give rise to conflict between these two qualified members?**

(A) John and Peter have incompatible needs

(B) Limited availability of resources

(C) Perception relating to the concerned issue

(D) All of the above