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QUESTION 1

Failure mode, effect, and criticality analysis, (FMECA) is primarily for the purpose of

- A. Learning as much about the item as possible after qualification test.
- B. Determining the way an item will most likely fail to help obtain design and procedural safeguards against such failures.
- C. Determining, by extensive analysis, the reliability of an item.
- D. Determining the cause of a failure, by dissecting the item, to help obtain corrective action.

Correct Answer: B

QUESTION 2

In obtaining Total Customer Satisfaction, management should NOT undertake which of the following activities?

- A. Use employee involvement and teamwork.
- B. Encourage team competition.
- C. Encourage sacrificing for the team.
- D. Coordinate efforts of the departments.

Correct Answer: B

QUESTION 3

Determine the coefficient of variation for the last 500 pilot plant test runs of high temperature film having a mean of 900 Kelvin with a standard deviation of 54.

- A. 6%
- B. 16.7%
- C. 6%
- D. 31%

Correct Answer: A

QUESTION 4

Quality audits do NOT provide

- A. Answers to quality system deficiencies.

- B. Highlighting of faulty company operations.
- C. An index of quality needs.
- D. An anticipated indication of customer acceptance of the product.

Correct Answer: A

QUESTION 5

Which of the following is NOT a method for customer service data collection?

- A. Customer surveys.
- B. Internal surveys.
- C. Customer visits.
- D. Complaint analysis.

Correct Answer: B

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