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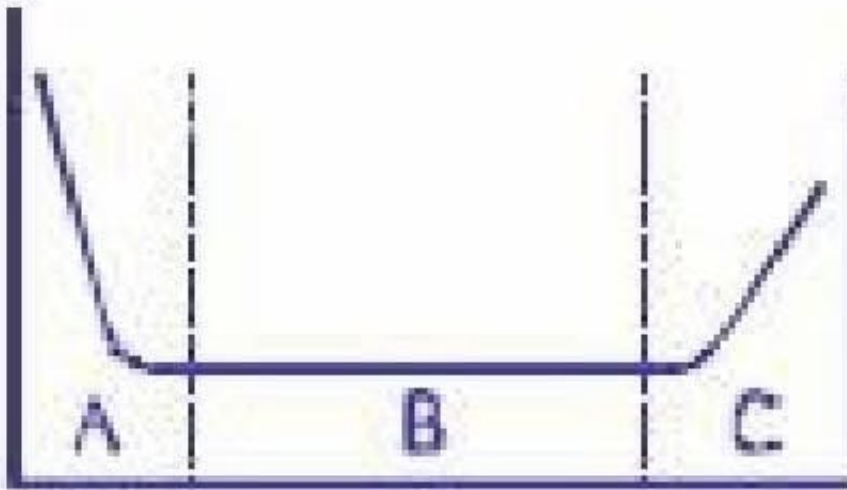
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### QUESTION 1

In the failure rate model shown below, which one of the sections represents the period when catastrophic failures are likely to occur?



- A. A
- B. B
- C. C
- D. All sections can experience catastrophic failure.

Correct Answer: D

### QUESTION 2

An improvement in quality costs is MOST clearly indicated when:

- A. Appraisal and failure costs drop.
- B. Prevention costs increase.
- C. Total quality costs fall below 15% of total sales.
- D. Management objectives are met.

Correct Answer: D



### QUESTION 3

An X-bar chart has shown control for a long time. You see that points for the last 50 samples are all very near the center line on the chart. In fact, they are all within one sigma of the center line. This probably indicates that

- A. It is a desirable situation.
- B. It is an undesirable situation.
- C. The process standard deviation has decreased during the time the last 50 samples were taken.
- D. The control charts are incorrectly computed.

Correct Answer: C

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### QUESTION 4

Which of the following actions or techniques is MOST useful in determining the original fundamental cause of a product or process nonconformance?

- A. Continuous improvement.
- B. Pareto analysis.
- C. Root cause analysis.
- D. Preventive action.

Correct Answer: C

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### QUESTION 5

Information that is received by upper management, is often distorted. Which of the following actions is effective in countering this problem?

. Stop killing the messenger. . Establishing an open door policy. . Practice management by walking around.

- A. Ionly
- B. IandIIonly
- C. IandIIIonly
- D. I,IIandIII

Correct Answer: D