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**QUESTION 1**

A bin contains 40 pills with a weight of 3.1 gm. each, 30 pills weighing 3.2 gms each and 10 pills weighing 3.3 gms each. The weight of an average pill is found from

A.
$$\frac{3.1 + 3.2 + 3.3}{3}$$

B.
$$\frac{(3.1)(40) + 3.2(30) + 3.3(10)}{3}$$

C.
$$\frac{(3.1 + 3.2 + 3.3)(10 + 30 + 40)}{80}$$

D.
$$\frac{(3.1)(40) + 3.2(30) + 3.3(10)}{80}$$

A. Option A

B. Option B



C. Option C

D. Option D

Correct Answer: D

QUESTION 2

What is the key ranking difference between the Deming philosophy and the Malcolm Baldrige award criteria?

- A. Deming prescribes "all or nothing" propositions but MBNQA ranks categories with different weights.
- B. The MBNQA ranks "business results" and "customer focus", but Deming does not consider these items.
- C. The MBNQA has seven categories compared to Deming's 14 points.
- D. There is no recognized rating system for the MBNQA.

Correct Answer: A

QUESTION 3

In most cases, an improvement team facilitator will NOT normally:

- A. Be familiar with problem solving techniques.
- B. Provide feedback to the group.
- C. Function as the group leader.
- D. Summarize key ideas generated by the group.

Correct Answer: C

QUESTION 4

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. I only
- B. I and II only
- C. I and III only
- D. I, II and III

Correct Answer: D



QUESTION 5

The "least squares method" is used in

- A. The central limit theorem
- B. Calculating \bar{x}
- C. Calculating σ^2 and s^2
- D. Calculating a best fit regression line.

Correct Answer: D

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