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**QUESTION 1**

What refers to a Japanese style of management that is characterized by long-term employment, slow promotions, considerable job rotation, consensus-style decision making, and concern for the employee as a whole?

- A. Theory T
- B. Theory T +
- C. Theory Z
- D. Theory Z +

Correct Answer: C

QUESTION 2

A leader who clarifies subordinates' role and task requirements, initiates structure, provide rewards, and displays consideration for subordinates is known as:

- A. Change leader
- B. Transactional leader
- C. Charismatic leader
- D. Visionary leader

Correct Answer: B

QUESTION 3

Strategy of pricing the new product at a relatively high level and then gradually reducing it over time is known as:

- A. Product skimming
- B. Consumer skimming
- C. Floating Market concept
- D. Market skimming

Correct Answer: D

QUESTION 4

What provide managers with timely and concise information about the performance of their organization?

- A. Executive Information System



- B. Information Reporting System
- C. Customer Reporting System
- D. Process Improvement System

Correct Answer: A

QUESTION 5

Shiba quality model focus on which level of quality?

- A. Fitness to standard
- B. Fitness to needs
- C. Fitness of costs
- D. All of the above

Correct Answer: D

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