

Modern Management Practices

B.Com IT-III Question Bank

Q1. Which of the following is NOT true about TQM?

- a) Focused on worker's activity rather than management
- b) Meeting the needs and expectations of customers
- c) Inclusion of every person in the organization
- d) Covering all the functional areas of the organization

Q.2 The philosophical leaders of the quality movement, Philip Crosby, W. Edwards Deming, and Joseph M. Juran, had the same general message about what it took to achieve outstanding quality. Which of the following was not part of that message?

- a) Quality is free
- b) Leadership from senior management
- c) Customer focus
- d) Total involvement of the workforce

Q.3 The so-called 'Quality Gurus' of total quality management (TQM) do NOT include one of the following:

- a) W Edwards Deming
- b) Joseph M Juran
- c) Kaoru Ishikawa
- d) Bill Cosby

Q.4 A flowchart as part of a Six-Sigma quality improvement process might be found in which DMAIC category?

- a) Define
- b) Measure
- c) Analyze
- d) Improve

Q.5 Quality control charts do not need to be investigated when:

- a) Two consecutive points are near the control limit
- b) Suspiciously 'average' behavior occurs
- c) An apparent trend occurs in one direction
- d) Four consecutive points appear on one side of the center line

Q.6 Quality control charts do not need to be investigated when:

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Q.7 Risk management is responsibility of the

- a) Customer
- b) Investor
- c) Project team

d) Production team

Q.8 RE represents what

- a) Risk expense
- b) Related expense
- c) Risk exposure
- d) Risk evaluation

Q.9 Which of the following technique will ensure that impact of risk will be less?

- a) Risk avoidance technique
- b) Risk Mitigation technique
- c) Risk contingency technique
- d) All of the above

Q.10 What is associated with product risk?

- a) Control of test item
- b) Negative consequences
- c) non-availability of test environment
- d) Test object

Q.11 Legal relationship between the middleman and the businessperson is governed by

- a. law of business .
- b. law of agency.
- c. law of Surety
- d. None of the above

Q.12. Person who is represented by the agent is called the

- a. Principal
- b. Principle
- c. Middle man
- d. None of the above

Q.13. The _____ does not usually get any rights or responsibilities under the Contract

- a. Principal
- b. Agent
- c. Surety
- d. None of the above

Q.13. _____ of the agent is to act on behalf of principal is must

- a. Consideration
- b. Rule
- c. Intention
- d. None of the above

Q.14. Whatever a person can do personally ,he can do through an agent exemption to this is

- a. Marriage
- b. Doctor
- c. Advocate
- d. All of the above

Q.15. Agent is specifically appointed by the principal for a particular task or a general function. This type of appointment is called as

- a. Ratification
- b. Express
- c. Implied
- d. Necessity

Q.16Ratification of an Agent can be done for a

- a. Part of the contract
- b. Whole Contract
- c. Both a & b
- d. None of the above

Q.17. Agency when it is ratified it must be communicated to the

- a. Agent
- b. Principal
- c. Third Party
- d. All of the above

Q.18. Ratification can be done for the act which is done on behalf of

- a. Agent
- b. Third party
- c. Principal
- d. All of the above

Q.19 _____ goods are a part of Future goods.

- a. ascertained
- b. unascertained
- c. existing
- d. Contingent

Q.20 _____ goods are the goods the acquisition of which by the seller may or may not happen.

- a. ascertained b. Contingent c. existing d. future

Q.21. In a contract of sale, parties make certain statement which is called as

- a. contract b. agreement c. promises d. stipulations

Q.22. In a contract of sale, parties make certain _____ i.e., agree to certain terms.

- a. contract b. agreement c. stipulations d. promises

Q.23. Condition as to Merchantable Quality is an example of

- a. Implied warranty b. Express condition c. Express warranty d. implied condition

Q.24. The goods are free from any charge or burden of 3rd party is an example of

- a. Implied warranty b. Express condition c. Express warranty d. implied condition

Q.25 “It is not the seller’s duty to point out defects of his own goods.” This concept is also known as

- a. Unfair Trade Practices b. Caveat Emptor c. Buyer duty d. Buyer Kingdom

Q.26. The _____ concept is the process of setting a parameter to improve the quality of goods

- A) ISI B) ISO C) Benchmarking D) Six Sigma

Q.27. Benchmarking is a method of _____ evaluation

- A) antagonistic B) comparative C) negative D) none of the above

Q.28 Employees in the company are appointed by the Japanese Management on _____ basis

- A) temporary employment B) contract employment C) apprentice employment D) lifelong employment

Q.29 Stress is a _____ condition

- A) physical B) mental C) physical & mental D) social

Q.30 Time is an uninterrupted flow and it is constantly moving from the

- A) present to past B) future to past C) past to future D) future to present

Q.31. Benefits of Six Sigma techniques

- A) Defect elimination B) Process improvement C) Customer satisfaction D) All the above

Q.32 Ending steps of Deming Wheel _____

- A) Do B) Act C) Study D) Plan

Q.33 Total Quality Management program cannot be implemented successfully without the _____

- A) customer B) Government C) Bank D) mediator

Q.34 International Standards Organization has set _____ number of standards for ISO-9000 certification

- A) 10 B) 25 C) 15 D) 20

Q.35 Mumbai’s Dabewale use _____ system to bring innocence in the process of carrying on and off food boxes

- A) ISI B) ISO C) Six Sigma D) none of the above

Q.36. Which of the following behaviors best describe the concept of benchmarking?

- A. Unethical B. Illegal C. Industrial espionage D. None of the above

Q.37. One of the three phases of benchmarking is:

- A. Conclusion B. Post execution C. Reporting D. None of the above

Q.38. Several benchmarking consideration require management's approval before the process can start: commitment to change; funding; personnel; disclosure; and

- A. Oversee B. Dictate C. Involvement D. Supervise

Q.39. The following is a beneficial source for benchmarking efforts:

- A. Nonprofit associations B. Cooperative affiliation C. For profit organizations D. All of the above

Q.40. Which information from the benchmarking process may have more value?

- A. Qualitative B. Quantitative C. Numerical D. Estimated