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QUESTION 1

An operation requires shipments from your vendor of small lots of fixed size. The attribute sampling plan used for receiving inspection should have its OC curve developed using

- A. The binomial distribution.
- B. The Gaussian (normal) distribution.
- C. The Poisson distribution.
- D. The hypergeometric distribution.

Correct Answer: D

QUESTION 2

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

QUESTION 3

Which of the following would be considered the WEAKEST reason to initiate an audit?

- A. To compare actual practice to a defined standard.
- B. Follow-up on corrective action.
- C. Identify the root cause of a recent problem.
- D. Verify that a quality system continues to meet requirements.

Correct Answer: C

QUESTION 4

The Shewhart or Deming cycle is often referred to as

- A. The cause and effect diagram.

- B. The affinity diagram.
- C. Plan-do-check-act.
- D. Problem solving flow chart.

Correct Answer: C

QUESTION 5

Corrective action requests are primarily

- A. Issued to correct supplier deficiencies.
- B. Generated to correct auditing deficiencies.
- C. Formal requests for corrective and preventive action.
- D. A result of nonconformances detected in the internal inspection process.

Correct Answer: C

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