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QUESTION 1

Greater emphasis on statistical process control can lead to dramatic improvements in the cost and quality of manufactured products.

- A. True
- B. False

Correct Answer: A

QUESTION 2

Which of these terms apply to identifying quality standards and how to satisfy them?

- A. Quality Management
- B. Quality Overview
- C. Quality Planning
- D. Quality Projections

Correct Answer: C

QUESTION 3

What type of change do you need before you can obtain a behavior change?

- A. Lifestyle
- B. Internal
- C. Vocabulary
- D. Management

Correct Answer: C

QUESTION 4

In attending to a speaker you should periodically restate what you heard the speaker say and ask the speaker to confirm that that was the intent of the information spoken.

A. True

B. False

Correct Answer: A

QUESTION 5

Pick the best tactic to use in constructive criticism to help the worker understand his or her solution to the criticism.

A. Criticize the individual rather than the product, because the individual creates problems with the product.

B. Be prepared to help your subordinate improve his or her performance.

C. Do it in public, while others are listening, so they too can learn from other people's mistakes.

D. Explain to the employee what will happen to his or her career if the employee's behavior doesn't change.

Correct Answer: B

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