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Question: 1

The Plan-Do-Check-Act cycle provides a Framework for an organisation to follow under which ISO standard?

A. ISO 14001
B. ISO 14040
C. ISO 20400
D. ISO 27000

Answer: A

Explanation:
This is 14001 the standard for Environmental Management Systems. P. 207

Question: 2

The costs associated with inspection and testing of products to ensure they meet statutory requirements is known as what type of cost?

A. internal failure cost
B. external failure cost
C. appraisal cost
D. prevention cost

Answer: C

Explanation:
These are appraisal costs- costs incurred when a product is tested (appraised) against the pre-agreed quality requirements. The 4 types of costs are discussed on p. 130
Domain: 2.2

Question: 3

Which of the following is a common approach to statistical analysis which uses the application of statistical methods in decision making?

A. operations research
B. statistical programming
C. econometrics
D. statistical quality improvements

Answer: A

Explanation:
This is Operations Research - it's about using statistics to guide business decisions and includes the use of simulations and probability tools- see p. 133 for more details.
Domain: 2.2

Question: 4

Retro Rolls Ltd is a car manufacturing organisation. Cars are produced by having several teams complete work on a specific area of the car, and then pass this over to the next team to complete their part. As a rule, no product is allowed to be sent to the next team where there is a defect or an incorrect quantity. What type of system is in place?

A. Kaizen
B. Kanban
C. JIT
D. TQM

Answer: B

Explanation:
This is the Kanban system. One of the major rules of Kanban is never send anything with a default or wrong quantity to the next stage- this is from p. 140.
Domain: 2.2

Question: 5

Which of the following statements about Business Process Re-engineering are true? Select ALL that apply.

A. workers make decisions
B. it is a process of continuous improvement
C. the customer is at the heart of BRP
D. it can lead to a major reduction in costs and increased competitive advantage
E. it can result in job losses

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Answer: A, C, D, E

Explanation:
All of these sentences are true except number 2. BPR is a 'one-off' event which radically redesigns a process by starting again. See p.148- 154 its quite a large section of 2.2 so worth looking over in detail.
Domain: 2.2

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