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QUESTION: 109

The scope, management and analysis of data depend upon.

- A. The type of business, its resources
- B. Number and geographical distribution of business units
- C. All of the above

Answer: C

QUESTION: 110

The Malcolm Baldrige Award was created by Public Law 100-107, signed into law on 20th Aug 1987.

- A. True
- B. False

Answer: A

QUESTION: 111

Competitive and benchmark data are essential for planning quality leadership because they make possible clear and objective quality comparisons.

- A. True
- B. False

Answer: A

QUESTION: 112

Information and analysis evaluations do not depend on _____ .

- A. Whether or not the company uses particular technologies to analyze data
- B. Whether or not the company has an information department or an officer
- C. All the above

D. How activities are organized

Answer: C

QUESTION: 113

Information and analysis evaluations are based upon _____ .

- A. The appropriateness and effectiveness of methods for management of data
- B. Information and analysis
- C. Technology in relation to the business factors
- D. All the above

Answer: D

QUESTION: 114

Strategic quality and planning category examines the company's approach to planning to determine its adequacy to achieve or sustain quality leadership.

- A. True
- B. False

Answer: A

QUESTION: 115

While the planning processes and priority development do not depend appreciably upon the size and type of business, the scope and type of benchmark may depend upon such business factors.

- A. True
- B. False

Answer: A

QUESTION: 116

Quality department or officer / regulatory affairs office or officer is a prerequisite for eligibility under leadership criteria.

- A. True
- B. False

Answer: B

QUESTION: 117

About the Malcolm Baldrige National Quality Award, identify the incorrect statement about the implementation of the strategies.

- A. Understanding of the strategies for quality excellence
- B. Understanding of the requirements for quality excellence
- C. Sharing of information on successful strategies and on the benefits derived
- D. Awareness of quality as an increasingly important element in competitiveness

Answer: A

QUESTION: 118

The organization of efforts to develop and involve employees depend upon_____.

- A. The number of employees
- B. Resources of the company
- C. All the above

Answer: C

QUESTION: 119

The principal considerations in assessing the effectiveness of competitive and benchmark data are in relation to_____.

- A. The competitive environment and resources of the company
- B. The type and size of the company

- C. A & B Above
- D. None of the above

Answer: A

QUESTION: 120

Quality assurance of products and services category has a very strong process and systems orientation throughout.

- A. True
- B. False

Answer: A

QUESTION: 121

Quality improvement programs must be management led and customer oriented.

- A. True
- B. False

Answer: A

QUESTION: 122

Quality assurance means the same as total quality control.

- A. True
- B. False

Answer: A

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