

TRƯỜNG ĐẠI HỌC VĂN LANG

ĐƠN VỊ: KHOA QUẢN TRỊ KINH DOANH

**ĐỀ THI VÀ ĐÁP ÁN**

**THI KẾT THÚC HỌC PHẦN**

**Học kỳ 2, năm học 2023-2024 (HK 232)**

**I. Thông tin chung**

Tên học phần:	Quản trị chất lượng		
Mã học phần:	72SCMN40023	Số tin chỉ:	03
Mã nhóm lớp học phần:	232_72SCMN40023_01		
Hình thức thi: <b>Trắc nghiệm kết hợp Tự luận</b>	Thời gian làm bài:	<b>75</b>	phút
<b>Thí sinh được tham khảo Tài Liệu và Từ Điển:</b>	<input checked="" type="checkbox"/> Có	<input type="checkbox"/> Không	

**II. Nội dung câu hỏi thi**

**PHẦN TRẮC NGHIỆM (20 câu – 0,3 điểm/ câu ) (6 điểm - 45 phút)**

What step in the five-step process DMAIC in the Six Sigma method is to determine what metrics used to evaluate the result of the improvement project?

- A. Measure
- B. Analyze
- C. Improve
- D. Control

Answer: A

Deming's 4 step cycle for improvement is\_\_\_\_\_

- A. Plan, do, check, act
- B. Schedule, do, act, check
- C. Do, act, check, monitor

**D. Plan, control, act, sustain**

Answer: A

According to GARVIN's approach to determining quality, when we say "SH" motorbikes are better quality than "Vision" motorbikes, what approach are we using?

- A. Perfection-based approach**
- B. Product-based approach**
- C. User-based approach**
- D. Producer-based approach**

ANSWER: A

If we are concerned about a management system that can provide enough confidence that products will be of quality, what issue are we talking about?

- A. Quality assurance**
- B. Quality control**
- C. Quality improvement**
- D. Improve quality**

ANSWER: A

When we talk about product features/characteristics, we are talking about:

- A. Quality of Design (Quality of Design)**
- B. Quality of Conformance**
- C. Repeatable quality**
- D. Adjustment quality**

ANSWER: A

Product quality (physical, not service) is assessed through how many aspects?

**A. 8**

**B. 9**

**C. 7**

**D. 5**

ANSWER: A

The cost of regularly training to improve workers' skills belongs to which quality cost group?

**A. Prevention**

**B. Appraisal**

**C. Internal error**

**D. External error**

ANSWER: A

Regarding Quality Cost groups, which of the following statements is FALSE?

**A. External errors are errors related to the outside of a product such as scratches, blurred prints, or distortions.**

**B. External errors are errors discovered after the customer receives the product**

**C. Internal errors are errors during the manufacturing process**

**D. Appraisal costs incurred for activities such as measuring and testing**

ANSWER: A

Regarding lessons in the history of quality management development, which of the following is FALSE?

**A. Quality cannot be measured/assessed**

**B. Quality can be achieved in the low expensive way**

**C. Quality can be controlled with appropriate management tools and solutions**

**D. Poor Products/Services are mostly due to system errors, only to a lesser extent due to staff**

ANSWER: A

This approach - managing all stages related to the production process, suppliers and customers, is part of which quality management method?

- A. Total Quality Management (TQM)**
- B. Quality inspection**
- C. Quality control**
- D. Quality Assurance**

ANSWER: A

Which of the following is NOT a feature of the Service?

- A. There can be large differences in the time of service creation and the time of service delivery**
- B. Heterogeneity**
- C. Volatility**
- D. Intangibility**

ANSWER: A

Which of the following is NOT a feature of the Service?

- A. Stability of results, regardless of space, time, or customer**
- B. Heterogeneity**
- C. Intangibility**
- D. Not be able to store in advance**

ANSWER: A

Regarding the Seven Tools of Quality Control, which of the following is FALSE?

- A. Check Sheet is to record product defect cases**
- B. Flow Chart to describe the process**
- C. Control Charts to detect early trends in the possibility of non-conforming products**
- D. Cause and Effect Diagram aims to systematize the causes of errors**

ANSWER: A

Regarding the Seven Tools of Quality Control, which of the following is FALSE?

- A.** Flow Diagram to describe the liquid flow systems
- B.** Control Charts to detect early trends in the possibility of non-conforming products
- C.** Cause and Effect Diagram aims to systematize the causes of errors
- D.** Pareto Chart aims to separate factors into two groups "Vital" (Few but large value) and "Trivial" (Many but small value)

ANSWER: A

Regarding the Seven Tools of Quality Control, which of the following is FALSE?

- A.** Control Charts classify different types of failures
- B.** Cause and Effect Diagram aims to systematize the causes of errors
- C.** Pareto Chart aims to separate factors into two groups "Vital" (Few but large value) and "Trivial" (Many but small value)
- D.** Histogram is intended to describe frequencies according to groups of statistical values from small to large

ANSWER: A

Regarding the Seven Tools of Quality Control, which of the following is FALSE?

- A.** Cause and Effect Diagram is intended to describe the network of relationships between many causes and many effects
- B.** Pareto Chart aims to separate factors into two groups "Vital" (Few but large value) and "Trivial" (Many but small value)
- C.** Histogram is intended to describe frequencies according to groups of statistical values from small to large
- D.** Scatter Diagram aims to find the relationship between the independent variable and the dependent variable

ANSWER: A

Regarding the Seven Tools of Quality Control, which of the following is FALSE?

- A.** Scatter Diagram aim to find the root cause of a problem
- B.** Check Sheet is to record the results of each sample
- C.** Flow Chart to describe the process
- D.** Control Charts to detect early trends in the possibility of non-conforming products

ANSWER: A

TQMEX (Total Quality Management Excellence Model) is implemented through how many stages?

- A.** 6
- B.** 5
- C.** 4
- D.** 3

ANSWER: A

When building the TQMEX (Total Quality Management Excellence Model), the coordination of Maintenance/Maintenance of Machinery and Equipment throughout the organization is carried out through which Tools/Solutions?

- A.** TPM
- B.** TQM
- C.** BPM
- D.** 5S

ANSWER: A

The first stage in building the TQMEX (Total Quality Management Excellence Model) is implemented?

- A.** 5S
- B.** TPM
- C.** TQM
- D.** BPM

ANSWER: A

### **PHẦN TỰ LUẬN (4 điểm), 30 phút**

Select **one of three** following problems:

1. Flood in the inner city (Ngập nước trong nội ô TPHCM);
2. (Students in universities) Late coming to class (Sinh viên vào lớp muộn);
3. Food safety control (Chưa kiểm soát được thực phẩm bẩn)

And:

#### **Requirement 1:**

List Fifteen (15) possible causes of the chosen problem (0.2 points /1 cause) (Requires realistic causes)

#### **Requirement 2:**

Divide the above causes into 3 or 4 groups (0.25 points/group) (Requires that causes in the same group have similar properties and characteristics)

**Note:** Students do **NOT** need to draw a Cause and Effect Diagram

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### **ĐÁP ÁN PHẦN TỰ LUẬN**

**Giáo viên đánh giá tính thực tế của các nguyên nhân và tính hợp lý sự phân nhóm đề tính điểm.**

**Yêu cầu 1: (0,2 điểm /1 nguyên nhân)**

**Yêu cầu 2: (0,25 điểm /nhóm)**

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*Ngày biên soạn: 28/4/2024*

**Giảng viên biên soạn đề thi:** TS. Đỗ Thành Lưu

*Ngày kiểm duyệt: 2/5/2024*

**Người duyệt đề:** Trưởng Khoa – TS. Nguyễn Quỳnh Mai.