

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)**

**LẦN 2**

**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
<i>Thí sinh được tham khảo Tài Liệu và Từ Điển:</i>	<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)**

When talking about the concept of quality, we must pay attention to the following

- A. All ideas are correct
- B. Satisfy consumers
- C. Fulfill the consumers' needs
- D. General characteristics of the product/service

ANSWER: A

Which of the following statements is NOT correct?

- A. Quality is a word used only for products that are superior to other products of the same type

- B.** In accordance with the manufacturer's standards and regulations
- C.** Quality is due to having appropriate attributes for users
- D.** Quality is suitable for users

ANSWER: A

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

- A.** 8
- B.** 9
- C.** 7
- D.** 5

ANSWER: A

QA (Quality Assurance) is (which statement is most correct)

- A.** Control quality at all levels
- B.** Manage every stage: internal and external stages
- C.** Control all factors: materials, processes, people, ....
- D.** There is compulsion

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.** Fragile, not retained

ANSWER: A

The Check Sheet does NOT help us

- A. Analyze the cause
- B. Organize information**
- C. Set up control
- D. Detect the problem

ANSWER: A

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

- A. Cause and Effect Diagrams are intended to describe the network of relationships between multiple causes and multiple effects**
- B. The Pareto Chart aims to separate factors into two groups: "Vital" (Few but large value) and "Trivial" (Many but small value).
- C. The Histogram is intended to describe frequencies according to groups of statistical values from small to large
- D. The 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. The Scatter Diagram aims to select the group of statistical values with the highest frequency**
- B. The Check Sheet is to record the results of each sample
- C. Flow Chart is intended to describe the process
- D. The Pareto Chart aims to separate factors into two groups: "Vital" (Few but large value) and "Trivial" (Many but small value).

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

**A. Quality of Design**

**B. Quality of Conformance**

**C. Repeatable quality**

**D. Adjustable quality**

ANSWER: A

When referring to old and new quality concepts, which of the following statements is TRUE?

**A.The big “Q” : manage all business processes**

**B.The big “Q” : only managing production-related processes**

**C. The small “q” : manage all business processes**

**D. The Small “q” : small business management**

ANSWER: A

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

**A. Prevent**

**B. Appraisal**

**C. Internal**

**D. External**

ANSWER: A

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

**A. Flow Chart** is intended to describe the wastewater flow system

**B. Control Charts** are intended to detect early trends in the possibility of non-conforming products

**C. Cause and Effect Diagram** aims to systematize the causes of errors

**D. The 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. The Pareto Chart** aims to separate factors into two groups: "Vital" (Few but large value) and "Trivial" (Many but small value).

**D. The Histogram** is intended to describe frequencies according to groups of statistical values from small to large

ANSWER: A

When applying the Scatter Diagram in the Seven Quality Control Tools, we have data for 4 pairs of variables (X ; Y) (X: Independent, Y: Dependent) as (1 ; 1), ( 2 ; 2), (3 ; 3), and (4 ; 4). This result shows that the two variables X and Y have any correlation?

**A. Positive correlation**

**B. Negative correlation**

**C. Y is completely independent of X**

**D.** There is no clear correlation

ANSWER: A

The Check Sheet does NOT help us

**A.** Analyze the correlation of variables X and Y

**B.** Organize information

**C.** Record all results

**D.** Detect the problem

ANSWER: A

Fishbone diagrams help

**A.** The ideas are all correct

**B.** Mobilize collective cooperation

**C.** Detect priorities

**D.** Classification of causes

ANSWER: A

When talking about TQM, which statement is NOT TRUE?

**A.** The Quality Management Department is responsible for this quality task

**B.** The management of an organization focuses on quality

**C.** Based on the participation of all members

**D.** Aiming to achieve long-term success through customer satisfaction

ANSWER: A

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

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

ANSWER: A

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

- A. External Failures are errors related to the outside of a product such as scratches, blurred prints, or distortions.
- B. External Failures are errors discovered after the customer receives the product
- C. Internal Failures are errors during the manufacturing process
- D. Appraisal costs arise for activities such as measuring and testing

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 bán)

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 PHẢN 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: 4/6/2024*

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

*Ngày kiểm duyệt: 8/6/2024*

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