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**QUESTION 1**

Familiarity with terms describing the psychometric properties of survey instruments and methods for data collection can help an organization choose a survey that will provide it with credible information for quality improvement. There are two different and complementary approaches to assessing the reliability and validity of a questionnaire.

Which of the following are out of those approaches?

- A. Cognitive testing
- B. Technical excellence testing
- C. Psychometric testing
- D. Both A and C

Correct Answer: D

QUESTION 2

Benchmarking is goal directed and promotes performance improvement by all of the following ways EXCEPT:

- A. Providing an environment amenable to organizational change through continuous improvement and striving to match industry-leading practices and results
- B. Creating objective measures of performance that are driven by industry leading targets instead of by past performance
- C. Providing a customer internal focus
- D. Substantiating the need for improvement

Correct Answer: D

QUESTION 3

All of the following are characteristics of probability sampling EXCEPT:

- A. A specific statistical design is followed
- B. The selection of items from the population is determined solely according to known probabilities by means of a random mechanism, usually using a table of random digits
- C. The sampling error (i.e., the difference between results obtained from a sampling survey and results that would have been obtained from a census of the entire population conducted using the same procedure as in sampling survey) can be estimated, and, as a result, the precision of the sample result can be evaluated.
- D. Listing of selected sample on a priority basis on a sampling sheet

Correct Answer: D



QUESTION 4

Baldrige's scoring system is based on a _____ point scale. Each of seven criteria is assigned maximum value ranging from 85 to 450 maximum points.

- A. 500 points
- B. 1000-point scale
- C. 2000-point scale
- D. 1500-point scale

Correct Answer: B

QUESTION 5

He used his understanding of statistics to design tools to respond to variation. Following his arrival at Western Electric Co. in 1924, Shewhart introduced the concepts of common cause, special cause variation and statistical control. He designed these concepts to assist Bell Telephone of repairs within its transmission systems. Who is he?

- A. W. Edwards Deming
- B. Joseph M. Juran
- C. Walter Shewhart
- D. Armand Shewhart

Correct Answer: C

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