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QUESTION 1

What type of change do you need before you can obtain a behavior change?

- A. Lifestyle
- B. Internal
- C. Vocabulary
- D. Management

Correct Answer: C

QUESTION 2

Deming's Fourteen Points for Management can be summed up by:

- A. Create constancy of purpose by breaking down barriers between departments
- B. Cease dependence on inspection to achieve quality
- C. Stop focusing on judgment results and start focusing on improvement of processes
- D. Improve constantly and forever the system of production and service to improve quality and productivity and to decrease costs

Correct Answer: C

QUESTION 3

After you have agreed on what action to take, you should repeat it back to your customer and ask your customer if it is agreeable

- A. True
- B. False

Correct Answer: A

QUESTION 4

Vision is a clear definition of the result you are trying to achieve.



A. True

B. False

Correct Answer: A

QUESTION 5

Productivity is increased if value is added to a product.

A. True

B. False

Correct Answer: A

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