

Deming Questionnaire

1. Deming observed that higher levels of _____ lead to higher levels of _____.
 - A. costs, quality.
 - B. quality, productivity.
 - C. market share, profits.
 - D. quality, inventory.

2. In the early nineties, the Labor Party, in the UK, claimed that unemployment was near 5 million. The Conservatives claimed the number was nearer 2.5 million. Who was right?
 - A. Labor.
 - B. Conservatives.
 - C. Both of them.
 - D. Neither of them.

3. One week a person achieves a very high level of productivity. Do you:
 - A. Give them an award?
 - B. Recognize them in front of your team?
 - C. Check if their performance is a special cause?
 - D. Get this person to train other Med Techs?

4. Which is the biggest airport in the world?
 - A. Chicago O'Hare.
 - B. You can't answer this question.
 - C. Heathrow, London.
 - D. Riyadh, Saudi Arabia.

5. A driver consistently fails to achieve his/her route in the allocated time. Do you:
 - A. Fire them?
 - B. Get he or she promoted to another Department?
 - C. Find out the root cause of the delays?
 - D. Coach and mentor them?

6. What is the main purpose of leadership?
 - A. To motivate people.
 - B. To enable staff to continuously improve their processes.
 - C. To monitor organizational performance.
 - D. To report to the owners/shareholders

7. During quite periods staff should:
 - A. Chat with colleagues.
 - B. Use the Internet connection to learn more about phlebotomy.
 - C. Do nothing.
 - D. Use any source to institute learning & personal growth.

8. Deming believed the purpose of an organization was to:
- A. Create long-term jobs.
 - B. Maximize shareholder dividend.
 - C. Downsize.
 - D. Make the most money for the leaders.
9. The improvement method Plan, Do, Check, Act is often referred to as:
- A. The Deming Cycle.
 - B. The Shewhart Circle.
 - C. The Crosby Absolutes.
 - D. The Ultimate Improvement Cycle
10. Which of the following is **not** one of Deming's 14 Points?
- A. Drive out fear.
 - B. Create constancy of purpose.
 - C. Eliminate slogans, jargon and hype.
 - D. Put everyone to work on the transformation except the senior leadership.
11. Deming was born in which year?
- A. 1900
 - B. 1905
 - C. 1897
 - D. 1901
12. In an advert it was claimed that 80% of a Rover car was finished by hand. Do you think this meant?
- A. All panels are welded by hand.
 - B. The cars are hand painted.
 - C. The leather and walnut is inserted by hand.
 - D. That they polish the cars by hand.
13. If a particular person consistently achieves a level of productivity about the Upper Control Limit of the system would you:
- A. Reward this person.
 - B. Promote this person.
 - C. Use this person to train others.
 - D. Check that this person taking dangerous risks.
14. Who is the most important part of the process?
- A. The customers.
 - B. The supervisors.
 - C. The employees.
 - D. The suppliers.
15. An advertised anti-wrinkle cream says that it will reduce the effects of wrinkles by fifty percent. Does this mean?
- A. The length of the wrinkles will reduce by 50%.
 - B. The depth of the wrinkles will reduce by 50%.
 - C. The statement lacks an operational definition and as such is meaningless.
 - D. There will be 50% less wrinkles on the face.

16. Putting up Posters to remind employees of the importance of quality will:
- A. Improve productivity.
 - B. Be ignored.
 - C. Will insult the workforce.
 - D. Be considered a waste of time and money.
17. A Run Chart is a line graph in which the vertical axis represents the _____ and the horizontal axis represents the _____.
- A. time scale, measurement.
 - B. cause, effect.
 - C. frequency, time scale.
 - D. measurement, time scale.
18. Which Guru shares his name with an Eighties New Wave Band?
- A. Deming.
 - B. Crosby.
 - C. Ishikawa.
 - D. Juran.
19. US Government Regulations state that a bicycle must be safe if assembled by a man of average intelligence.
- A. A woman can not assemble the bicycle.
 - B. Only High School graduates can assemble the bike.
 - C. There is no Operational Definition and hence this regulation is meaningless.
 - D. Only bicycle shops can assemble bikes.
20. What was the main US weapon in winning the Second World War?
- A. The quality of leaders.
 - B. The bravery of the soldiers
 - C. The massive manufacturing capacity following Deming's ideas for the duration.
 - D. Having Britain as an ally.
21. Which US Guru is most accredited with the revolution in Japanese manufacturing?
- A. Deming
 - B. Juran
 - C. Sarasohn
 - D. Feigenbaum
22. Which National Quality Award was the second to be introduced?
- A. The Deming Prize
 - B. The National Malcolm Baldrige Award
 - C. The UK Quality Award
 - D. The Australian Award for Quality
23. Pre-Deming manufacturers would waste what percentage of their revenue?
- A. 5% to 10%
 - B. 10% to 15%
 - C. 15% to 20%
 - D. 20% to 25%
 - E. Above 25%

24. Which of these statements is true?
- A. You can only manage what is measured.
 - B. Quality is solely data driven.
 - C. You should run a business on visible figures along.
 - D. Some of the most important information for management is unknown or unknowable.
25. What is not a benefit of a long-term sole relationship with a single supplier?
- A. Unexpected price increases.
 - B. Continual improvement and cost reductions.
 - C. Short lead times.
 - D. Expected price decreases.
26. Which of these is not a special cause?
- A. A point above the Upper Control Limit.
 - B. Seven temporary points below the mean.
 - C. A point on the Mean.
 - D. A point below the Lower Control Limit.
27. Which is the odd one out?
- A. Quality can be defined as 'on target with minimum variation'.
 - B. Quality is meeting existing and future customer needs.
 - C. Quality is fitness for purpose.
 - D. Quality is whatever the supplier says it is.
28. A process which is in 'tight' statistical control enables one:
- A. To predict costs & productivity.
 - B. To punish suppliers of faulty inputs.
 - C. To give staff performance bonuses.
 - D. To identify changes to the system.
29. Dr Deming's philosophy comprises:
- A. 14 Points and 7 Deadly Diseases.
 - B. 12 Points and 7 Deadly Diseases.
 - C. 14 Points and 6 Deadly Diseases.
 - D. 14 Points and 8 Deadly Diseases.
30. Which of the following is not a part of the System of Profound Knowledge (SPK)?
- A. Understanding of learning.
 - B. Understanding of psychology.
 - C. Understanding of systems.
 - D. Understanding the cream tea ceremony.
31. The single most important role of a leader is to:
- A. Remove the barriers to pride in work.
 - B. Manage a budget tightly.
 - C. Sack poor workers.
 - D. Go to meetings.

32. Is Dr Deming accredited with developing:

- A. The Ishikawa Diagram.
- B. The Control Chart.
- C. The Run Chart.
- D. Plan, Do, Study, Act.

33. Which is the only American company to have won The Deming Prize?

- A. Cadillac
- B. Florida Power & Light
- C. Motorola
- D. Milliken