

**Question 2**

Marks: 2

Mapping a process in a diagram is called \_\_\_\_\_.

- data flow
- audit
- workflow
- circular

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5. Mapping a process in a diagram is called \_\_\_\_\_.
- a. Data flow
  - b. Audit
  - c. Workflow
  - d. Circular
6. Which factor needs to be considered while setting the quality standards?
- a. Market demand
  - b. Customers' need
  - c. Production process
  - d. Supplier demand
7. Kaizen events do not involve \_\_\_\_\_.
- a. Communication
  - b. Defining the problems and goals
  - c. Training the team and employees
  - d. Brainstorming and developing ideas for the future state
8. Which of the following statements with respect to lean is not correct?
- a. Use creativity to find low-cost, small improvements
  - b. Never stop improving
  - c. Be reactive
  - d. Practise five-whys method
9. Choose the odd one out.
- a. Temporary measures
  - b. Counter-measures
  - c. Band-aid measures
  - d. Inactive measures
10. What is the tool used in TQM to understand the sequence of events through which the product goes through?
- a. Flow chart
  - b. Workflow
  - c. Pareto chart
  - d. Taguchi map

## B. | SHORT ANSWER QUESTIONS

Q. No.	Answer
1.	a. Six Sigma
2.	d. Changes generate profits
3.	a. Value Stream Mapping
4.	a. Standardise

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Q. No.	Answer
5.	c. Workflow