

Chapter 3: Quality Awards and Standards

All Belts Review Questions

Question 1: (Overview) A set of active practices that an organization uses to create, assimilate, disseminate and apply knowledge is:

- (a) Knowledge Management
- (b) Organizational memory
- (c) Organizational learning
- (d) Tacit knowledge

Answer: A

Question 2: The value obtained from web enabled knowledge management applications depends upon (or is the result of): A. Ease of software usage; B. Providing customers and suppliers with service data; C. Legal and regulatory affairs; D. Providing internal users with useful data

- (a) A C
- (b) A B D
- (c) B C D
- (d) A B C D

Answer: D

Question 3: The Baldrige criteria usually address system or enterprise wide improvement while Six Sigma attempts to produce micro-level or specific improvement.

- (a) True
- (b) False

Answer: True