

Name: _____ Date: _____

Chapter 33: Base knowledge worksheet

Full sentence answers are **not** required: SL 24 marks, 24 minutes

HL 24 + 8 marks, 32 minutes

- 1 Mark the following statements as **true** or **false**. (8)
 - A quality product has to be made with the highest-quality materials.
 - A quality product is expensive.
 - A quality product meets consumer expectations.
 - A quality product goes beyond consumer expectations.
 - A quality product has to have a zero failure rate.
 - A cheap product can be of good quality.
 - Quality is a relative concept, not an absolute concept.
 - A quality product is fit for its purpose.

- 2 What is the problem with measuring quality of services? (1)

- 3 Explain fully **three** of the problems associated with inspecting for quality. (3)
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- 4 What is the difference between quality assurance and quality control? (2)

- 5 List **three** areas of attention necessary for quality assurance. (3)
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- 6 List **two** advantages of quality assurance. (2)
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- 7 What is ISO 9000? (2)
- 8 How does TQM relate to lean production? (3)
- 9 **(HL)** What does the Japanese term 'Kaizen' mean? (1)
- 10 **(HL)** Kaizen relies on **two** basic assumptions. What are they? (2)
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- 11 **(HL)** List **three** limitations of Kaizen. (3)
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- 12 **(HL)** What is benchmarking? (2)