**OM 302 Quiz 2**

**Master Questions**

**11/05/21**

**1. What was the location (Country) of fully automated logistics and distribution center?**

a) China

b) India

c) USA

d) Germany

e) None of these

f) All of these

**2. Can Boston Dynamics robots dance?**

Y/N

**3. Will artificial intelligence software replace white collar jobs?**

Y/N

**4. Will robots replace blue collar jobs?**

Y/N

**5.What was the objective of the ABC’s “deep dive” exercise?**

a) to redesign a shopping cart

b) to design a new model of a toaster

c) to refine the “fuzzy front end” phase of the project.

d) none of these

e) all of these

**6. Were all IDEO’s designs successful in the marketplace?**

a) most were

b) none were

c) all were

**7. What does the “Red Bead” experiment illustrate?**

a) that management can be fool by numbers

b) that management does not understand the concept of variations

c) the process of sampling

d) the approach to incoming inspection

e) none of these

f) all of these

**8. According to Dr. Deming, the most important variables cannot be measured.**

T/F

**9. According to Mr. Peterson what are the differences between the American and Japanese approaches to management of quality:**

a) American quality control process was based on the “good enough” approach to quality

b) Japanese approach was based on the principles of “continued improvement”

c) the object of comparison was the transmission

d) the object of comparison was the four-cylinder engine

e) none of these

**10. According to Dr. Deming, the American management does understand the causes of variation?**

T/F

**11. Were workers important in Dr. Deming’s philosophy?**

a) workers were not important

b) workers were at the center of his philosophy

c) workers should be replaced by automation

d) None of these

e) All of these

**12.What is the Schwartz’s deli famous for?**

a) Hamburgers

b) Hebrew National hotdogs

c) Smoked meat sandwiches

d) Poor Boy sandwiches

e) All of these

f) None of these

**13. In which city is Schwartz’s deli located?**

a) Berlin

b) Toronto

c) Montreal

d) New York City

e) London

f) none of these

g) all of these

**14. How long does it take for the vending machine shown in the video to make one pizza?**

a) Less than 3 minutes

b) More than 5 minutes

c) It is hard to say

d) all of these

e) none of these

**15. What may be the potential problem with the pizza vending machine concept?**

a) nothing, it is perfect

b) the machine is too large

c) there should be more colors in addition to the red one

d) the wait may be too long for some who do not have much time

e) none of these

f) all of these

**16. What is the “quality fatigue”?**

a) mistakes made due to repetitive work

b) working in a dirty environment

c) working for a rude boss

d) not earning enough

e) none of these

f) all of these

**17. How does Honda Motor Company treat its vendors?**

a) like a family

b) having an “arms-length” relationship with them

c) as potential competitors

d) none of these

e) all of these

**18. At Honda, are vendors involved in the product design process?**

Yes/No

**19. At Honda, are vendors allowed to enter the assembly line?**

Yes/No

**20. Did robots and sensors replace all human labor at BMW?**

Yes/No

**21. Which function performed by two BMW workers were illustrated in this video?**

a) final paint and trim inspection

b) vacuuming and washing

c) testing the quality of a sound system

d) none of these

e) all of these

**22. Where is the BMW assembly plant located?**

a) in Hamburg

b) in Munich

c) in Austria

d) in Frankfurt

e) all of these

f) none of these

**23. Is the built-in obsolescence legal?**

Y/N

**24. Is it legal for companies to cooperate with each other in order to define how long a product should work before it breaks?**

Y/N

**25 Are the concepts of:” built-in obsolescence” and “planned obsolescence” synonyms?**

Y/N

**26. In which country was the film “Patent for a Pig” made?**

a) Germany

b) England

c) France

d) USA

e) none of these

**27. Are companies able to patent building blocks of life?**

Y/N

**28 Which company was showcases in the “Patent for a pig” documentary?**

a) General Electric

b) Monsanto

c) Moderna

d) none of these

e) all of these

**29. Does Steve Jobs consider milk to be a good or bad product?**

a) good

b) bad

c) neither

**30. According to Steve Jobs which is more important; the product or the company’s values?**

a) product

b) company’s values

c) none of these