

<b>Date of Examination</b>



<b>No of Questions</b>	25
<b>No. of Pages</b>	

## **GENERAL SIR JOHN KOTELAWALA DEFENCE UNIVERSITY**

SELECTION TEST FOR THE ENROLLMENT OF DAY SCHOLARS – INTAKE 40

**BSC HONS. IN INDUSTRIAL AND SERVICE QUALITY MANAGEMENT DEGREE**

### **SUBJECT RELATED KNOWLEDGE (MODEL PAPER)**

**Call up No** : .....

**NIC No** : .....

**Duration:** 20 Minutes

**Instructions:** Answer **all questions** and mark answers in the **answer sheet provided**.

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- 1). Strategic planning is \_\_\_\_\_.
  - a. short term planning
  - b. medium term planning
  - c. long term planning
  - d. yearly planning
  
- 2). Control system of an organisation has no influence over the \_\_\_\_\_.
  - a. internal environment
  - b. external environment
  - c. competitors
  - d. government
  
- 3). ISO stands for (in quality)?
  - a. International Organization for Standardization
  - b. Internal Organization Standards
  - c. International Opportunities for Standards
  - d. Internal Opportunities for Standardization
  
- 4). What is TQM?
  - a. Total Quantity Management
  - b. Total Quality Management
  - c. Total Quality Maintenance
  - d. Total Quantity Maintenance

- 5). What is the order of the *Six Sigma Belts* in ascending order
- Black Belt, Green Belt, Yellow Belt
  - Yellow Belt, Green Belt, Black Belt
  - Green Belt, Black Belt, Yellow Belt
  - Green Belt, Yellow Belt, Black Belt
- 6). An identified group of people contributing their efforts towards the attainment of goals is called an \_\_\_\_\_.
- organization
  - business
  - leadership
  - management
- 7). What is SWOT?
- Suitability, Wastage, Optimistic, Technical
  - Strengths, Weaknesses, Opportunities, Threats
  - Suitability, Weaknesses, Optimistic, Threats
  - Strengths, Wellbeing, Opportunities, Threats
- 8). Management is
- An art
  - A science
  - An art and a science
  - None of the above

**THERE WILL BE 25 QUESTIONS IN THE ACTUAL EXAM PAPER**