

**Basic Management  
Self Assessment  
Questions**

1. Continuous quality improvement (CQI) has been used in many business applications; it does not have any applicability to pharmacy management situations.
  - A. True
  - B. False
  
2. Which of the following "seven tools" can be used to detail data for the purposes of CQI?
  - A. Histograms
  - B. Control charts
  - C. Correlational analyses
  - D. Pareto charts
  - E. All of the above
  
3. In the P-D-C-A CQI process, what does "C" stand for?
  - A. Control
  - B. Causation
  - C. Check
  - D. Create
  - E. None of the above
  
4. When considering CQI perceptual shifts, rather than consider quantity, what would be better considered:
  - A. Amount
  - B. Size
  - C. Location
  - D. Weight
  - E. None of the above
  
5. CQI is also at times referred to as:
  - A. TM
  - B. Tom
  - C. T-D-C
  - D. QAT
  - E. None of the above
  
6. The interesting thing about affecting change is that in an organization, one person can affect the change without involving others who may either be superiors or personnel who report to the individual.
  - A. True
  - B. False

7. Change affects which of the following?
- A. Company cultures and values
  - B. Responsibility limits
  - C. Chains of command
  - D. Structures
  - E. All of the above
8. Dealing with regulatory officials may be considered part of management activities.
- A. True
  - B. False
9. "Defining right from wrong" is what type of professional skill required of a manager?
- A. Interactive skills
  - B. Emotional skills
  - C. Technical skills
  - D. Ethical skills
  - E. None of the above
10. Undertaking certain activities that a person normally does not do, such as giving presentations or chairing a meeting, can be part of a self-development process.
- A. True
  - B. False
11. Developing timelines and assigning responsibility are components of which of the following?
- A. Strategic planning
  - B. TGE
  - C. Self-development
  - D. None of the above
  - E. A and B and C
12. Strategic planning seems to work best when information flows from the management team down to all the workers, letting them know what they need to know as the managers define it.
- A. True
  - B. False
13. Lientz and Rea indicate which of the following lead to failures in organizations when developing new projects?
- A. Lack of project experience
  - B. Feelings of being exploited
  - C. Lack of focus and attention
  - D. Inability to cope with different project characteristics
  - E. All of the above

14. When designing new projects in a pharmacy, it is not important to differentiate project and non-project work; common sense will allow for discerning who is to do what.
- A. True
  - B. False
15. When considering CQI and employees, one goal should be to remove barriers that hold people and productivity back from achieving goals.
- A. True
  - B. False
16. Which of the following is NOT true regarding “change”?
- A. Change is a natural phenomenon
  - B. Survival and growth depend on change
  - C. Change is continuous
  - D. Change is ongoing
  - E. None of the above
17. Which of the following are key management components?
- A. Self
  - B. Controllable surroundings
  - C. Uncontrollable surroundings
  - D. External environments
  - E. All of the above
18. Who applied the tenets of CQI in post World War II Italy?
- A. Shewart
  - B. Deming
  - C. Pareto
  - D. B and C
  - E. None of the above
19. Managers need not have technical skills as long as someone in the organization can deal with technical skills.
- A. True
  - B. False
20. Project management principles would be most applicable to:
- A. Hiring of personnel
  - B. Firing of personnel
  - C. Developing a veterinary pharmacy practice
  - D. Increasing sales volume
  - E. None of the above

21. Strategic planning documents can be written and used for ten or more years without revision.
- A. True
  - B. False
22. State boards of pharmacy have recently required which of the following to be implemented by pharmacies to deal with medication errors?
- A. Project management
  - B. Strategic planning
  - C. QQ1
  - D. All of the above
  - E. A and B
23. Interactive skills, as a portion of professional skills required of managers, include:
- A. Logical thinking
  - B. Problem solving
  - C. Ability to identify and handle one's feelings
  - D. Emotional skills
  - E. Communicating intelligently
24. The concept of "control" is an important component of strategic planning in that it allows a manager to determine if things are on the right track.
- A. True
  - B. False
25. Part of a vision of success deals with ensuring all personnel have required ethical standards to abide by.
- A. True
  - B. False