**Capitalization – The first word of a sentence is capitalized & punctuated as usual. Each bullet point answer begins with capitalization and ends with a period. Bullet point answers that complete a sentence with the question above are not capitalized, but end with a period (…).**

**LMS Questions for [Course Name and Code]**

(Five multiple-choice questions per unit with one correct answer and three incorrect answers. Use the second column to indicate the corresponding unit section).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 1/1 |  | Mark the correct description for public goods. | Public goods are characterized by the absence of both exclusion and consumption rivalry. | Public goods are characterized by the presence of both exclusion and consumption rivalry. | Public goods are characterized by the absence of exclusion and the presence of consumption rivalry. | Public goods are characterized by the presence of exclusion and the absence of consumption rivalry. |
| 1/2 |  | Mark the statement that applies to externalities. | Externalities refer to the effects of consumption decisions on uninvolved third parties. | Externalities only occur in the case of common goods. | Externalities refer to the influence of third parties on a company's own consumption decisions. | Externalities only occur in the case of public goods. |
| 1/3 |  | Mark the following rules that do not belong to Daly's management rules. | Efficiency rule. | Regeneration rule. | Substitution rule. | Adaptation rule. |
| 1/4 |  | The three-dimension model of sustainability is characterized by the following statement: | Sustainability considers the economic, environmental, and social aspects of human development. | Sustainability considers the political, economic, and environmental aspects of economic development. | Sustainable development is characterized by environmental growth and efficiency. | Sustainable development aims at intergenerational, social justice. |
| 1/5 |  | Companies have an ethical obligation to promote sustainable development because ... | ... they can exercise power as a social actor. | ... they are responsible for the economy as part of society. | ... they are committed to the state as stakeholders. | ... they disregard human rights. |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 2/1 |  | The “Limits to Growth” according to Meadows & Meadows (1972) primarily focuses on ... | ... the limitations of environmental sources and sinks. | ... the growth weaknesses due to nutrient deficiencies in the sources. | ... the limitations of economic sources and sinks. | ... the growth weaknesses of less developed countries. |
| 2/2 |  | Greenhouse gas emissions include ... | ... CO2 and methane emissions, among others. | ... CO2 emissions only. | ... CO2 emissions, nitrogen oxides, and particulate matter. | ... all greenhouse gas emissions from the Rio process. |
| 2/3 |  | Tipping points refer to phenomena that ... | ... are points within the ecosystem at which an ecosystem can collapse. | ... bring down economic developments. | ... have failed as part of the ecosystem. | ... influence social attitudes. |
| 2/4 |  | Companies incur direct costs for the use of environmental sinks through ... | ... the purchase of emission certificates. | ... the payment of waste taxes. | ... drinking water charges. | ... the purchase of raw materials. |
| 2/5 |  | For companies, social disparities in less developed countries are ... | ... relevant when stakeholders associate them with the company. | ... not relevant, because they have to make profits. | ... relevant if they pay taxes in Germany. | ... not relevant if they have carefully selected their suppliers. |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 3/1 |  | Mark the correct statement for the levels of sustainable development. | The guiding concept of sustainable development is concretized by sustainability strategies. | The strategies of sustainable development are concretized by the guiding principle of sustainability. | The management rules implement sustainable development through instruments. | Indicators define the guiding concept of sustainable development. |
| 3/2 |  | Levies as an instrument for implementing sustainability goals are ... | ... of a fiscal nature with revenues for the state. | ... of a fiscal nature with disbursements from the state. | ... of a fiscal nature with revenues for the company. | ... of a non-fiscal nature as an indirect control. |
| 3/3 |  | Sustainability management tasks do not include ... | ... increasing stakeholder efficiency. | ... increasing eco-effectiveness. | ... increasing eco-efficiency. | ... increasing socio-effectiveness. |
| 3/4 |  | Stakeholders are persons or groups of persons who ... | ... make demands on a company via non-market relationships. | ... only make demands on a company via markets. | ... make demands on interested parties via non-market relationships. | ... are demanding toward a company's products. |
| 3/5 |  | Non-governmental organizations strive ... | ... to help shape sustainable development as members of civil society. | ... to exclude governments from the shaping of sustainable development. | ... to exclusively shape sustainable development. | ... to provide for the government accordingly as members of civil society. |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 4/1 |  | Environmental law is divided into regulations that ... | ... are resource, facility, and surface related. | ... are facility, source, and surface related. | ... are surface, sink, and facility related. | ... are air, water, and soil related. |
| 4/2 |  | The waste hierarchy is characterized by the ranking order ... | ... prevention, reuse, recycling, other recovery, and disposal. | ... prevention, reuse, recycling, disposal, and other recovery. | ... prevention, recycling, reuse, other recovery, and disposal. | ... prevention, disposal, reuse, recycling, and other recovery. |
| 4/3 |  | The DIN ISO 26000 guidance on social responsibility is ... | ... an action and orientation aid for companies to improve their eco and socio-effectiveness. | ... a normative framework that describes specifications for responsible management. | ... an action and orientation aid for companies to improve their eco and socio-efficiency. | ... a management system for anchoring social responsibility within a company. |
| 4/4 |  | In a strict sense, an environmental key figure is ... | ... the amount of water supplied in cubic meters per year. | ... the pollution of wastewater in one year. | ... the quality of drinking water in a brewery. | ... the wasteload of a river used for cooling purposes. |
| 4/5 |  | Life cycle assessments as operational instruments for recording, assessing, and evaluating environmental impacts do not refer to ... | ... greenhouse gas emissions. | ... processes. | ... companies. | ... services. |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 5/1 |  | Quality requirements are requirements that ... | ... have been defined in agreements. | ... have been formulated in a binding manner by all stakeholders. | ... were discarded in agreements. | ... may only be presumed by major customers. |
| 5/2 |  | Critical defects are nonconformities that ... | ... can have negative consequences for users. | ... are criticized by the customers. | ... are always critically scrutinized by employees. | ... can have negative consequences for employees. |
| 5/3 |  | Unlike products, services are characterized by ... | ... simultaneous production and consumption. | ... the materiality of the resources. | ... simultaneous consumption and complaint. | ... the immateriality of resources. |
| 5/4 |  | A gap in the gap model is described as ... | ... a discrepancy between the expected and the experienced service. | ... a discrepancy between economy and business class. | ... a discrepancy between the service provided and service experienced. | ... a discrepancy between the service paid for and the service experienced. |
| 5/5 |  | The scale of measurement for “storage costs per year”is on a ... | ... ratio scale. | ... nominal scale. | ... ordinal scale. | ... interval scale. |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 6/1 |  | The Kaizen concept describes ... | ... the replacement of something good with something better. | ... the replacement of the bad with something better. | ... the replacement of the best with something better. | ... the replacement of the perfect with something more perfect. |
| 6/2 |  | The risk priority number in the context of a failure mode and effects analysis is calculated as ... | ... the product of the probability of occurrence of the failure, the significance of the failure effects from the customer's point of view, and the probability of detecting the failure before delivery. | ... the sum of the probability of occurrence of the failure, significance of the failure effects from the customer's point of view, and the probability of detecting the failure before delivery. | ... the product of the probability of occurrence of the failure, the cost of the failure effects to the customer, and the probability of detecting the failure before delivery. | ... the product of the probability of occurrence of the failure, the significance of the failure effects from the customer's point of view, and the probability of detection by employees. |
| 6/3 |  | A customer audit is ... | ... an external audit referred to as a second-party audit. | ... an internal audit referred to as a first-party audit. | ... an external audit referred to as a first-party audit. | ... an external audit referred to as a third-party audit. |
| 6/4 |  | A histogram ... | ... graphically represents characteristics and their frequencies. | ... is a three-dimensional representation of fault characteristics. | ... is a graphical representation of fault frequencies. | ... always shows fault frequencies on an interval scale. |
| 6/5 |  | The cause-effect diagram records disturbance variables as fault causes in the following categories, among others: | Manpower, materials, and management. | Fellow man, materials, and management. | Manpower, morals, and management. | Manpower, materials, and employees. |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
| 7/1 |  | The principles of quality management according to DIN EN ISO 9001 include ... | ... customer orientation, process orientation, and improvement. | ... customer orientation, employee orientation, and improvement. | ... customer orientation, process orientation, and sustainability. | ... customer orientation, process orientation, and risk. |
| 7/2 |  | The control cycle of a quality management can be described by: | Plan, Do, Check, Act. | Plan, Act, Check, Do. | Plan, Do, Act, Check. | Plan, Check, Do, Act. |
| 7/3 |  | In quality management, the context of a company is examined within the ... | ... planning. | ... implementation. | ... control. | ... improvement. |
| 7/4 |  | Total quality management is an approach ... | ... that makes quality orientation a central principle of action for all areas of a company. | ... to describe system conformity within a company. | ... that makes customer orientation a central principle of action for sales. | ... that makes quality orientation a central principle of action for product and service development. |
| 7/5 |  | The model of the European Foundation for Quality Management contains the following central building blocks: ... | ... basic concepts, a criteria model, and the RADAR assessment methodology. | ... quality concepts, a criteria model, and the RADAR assessment methodology. | ... basic concepts, the RADAR criteria methodology, and an evaluation model. | ... quality concepts, the RADAR criteria methodology, and an evaluation model. |
| **Unit/**  **Question Number** | **Section** | **Question** | **Correct answer** | **Incorrect answer** | **Incorrect answer** | **Incorrect answer** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |