管理英语3 · 单元自测7（形考占比10%）

您好，在完成本单元的学习后，请您完成以下练习题。本练习题满分100分，在形成性考核中占比10%。

一、选择填空，从每题选项中选出一个能填入空白处的最佳选项（每题10分）。

（难易度:中）

2. — I'd like to take a look first at those structural support beams that were going to be put in place on the second floor.  
—\_\_\_\_\_\_\_\_\_\_\_\_, here's your jacket and helmet, and you'd better put on these boots as well – it's our site policy.

单选题(10.0分)（难易度:中）

A. Good  
  
B. You're welcome  
  
C. Certainly  
  
  
正确答案：C  
答案解释：暂无

3. —I suggest you offer affected customers a discount on their next store purchase, explain the situation and apologize to them.  
—Right, of course.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

单选题(10.0分)（难易度:中）

A. I'll get on it right away.  
  
B. I got it now.  
  
C. I understand perfectly.  
  
  
正确答案：A  
答案解释：暂无

4. I'm going to have a \_\_\_\_\_\_\_\_ with Mark about this issue tomorrow.

单选题(10.0分)（难易度:中）

A. speech  
  
B. sentence  
  
C. word  
  
  
正确答案：C  
答案解释：暂无

5. Unluckily, some Quality Management System failures \_\_\_\_\_\_\_\_\_\_\_\_\_ headlines.

单选题(10.0分)（难易度:中）

A. do make  
  
B. does make  
  
C. do not make  
  
  
正确答案：A  
答案解释：暂无

6. Then the situation \_\_\_\_\_\_\_\_\_\_\_\_\_ worse by human error because of the lack of proper training.

单选题(10.0分)（难易度:中）

A. was  
  
B. was made  
  
C. has became  
  
  
正确答案：B  
答案解释：暂无

7. 二、阅读理解  
阅读下面的文章，根据文章内容判断文章后的句子是正确（T）还是错误（F）。（每题10分）  
Notable Quality Management Failures　　A Quality Management System (QMS) should clearly understand customer requirements, and to provide good design, qualified production in an effective and efficient way.   
　　When the Quality Management System fails to fulfill its function and customer requirements are not met, customers might be upset; management and employees both might be unhappy, but its negative influence is not so wide-spread. Unluckily, some Quality Management System failures do make headlines.  
　　Here are three cases of famous quality management failures:  
　　3 Mile Island  
　　The worst nuclear disaster in U.S. history broke out at the 3 Mile Island reactor facility in eastern Pennsylvania in March 1979. Proper controls that should have been developed as part of routine safety procedures were not in place. Then the situation was made worse by human error because of the lack of proper training. The only new nuclear power stations built since that day were the ones already under construction.  
　　Ford Pinto  
　　The Ford Pinto is the most well-known and the worst disaster in the whole U.S. automobile industry in the 1970s. Apparently the entire U.S. auto industry decided to spend the 1970s resting on their laurels after building great cars that sold well during the sixties. Not only were many cars built in the 1970s ugly and poorly designed, they also became very unreliable after 40-50 thousand miles. The Pinto tops the list of QMS failures because of its dangerous design faults and the questionable ethical decisions made by top management.  
　　iPhone 4  
　　Apple almost lost its dominance in the smartphone market when it became clear that it was difficult to make a call using the much expected iPhone 4. Calls were dropped suddenly and frequently causing wide spread dissatisfaction among loyal customers who had upgraded to the new model early on. Independent tests showed that touching the left side of the case at a certain spot interrupted the signal and dropped the call – not a great feature for a handheld device mainly used to make calls. Meanwhile Apple continued to deny or minimize the problem. As the problem continued to make news headlines, Apple eventually agreed to a “voluntary” recall to correct the problem.  
　　All of the above famous quality management failures could probably have been prevented if the principles of a fully functioning quality management system had been in place.  
　  
操作提示：句子正确选择下拉选项框为“T”；句子错误选择下拉选项框为“F”。  
 A company should provide well designed products.    1      
2. A company should place company's interest at the first place.    2      
3. A company should reduce the amount of waste.    3      
4. A company should satisfy all employees' requirements.    4      
5. A company should produce qualified products.    5   

完形填空题(50.0分)（难易度:中）

(1)

A. T  
B. F

(2)

A. T  
B. F

(3)

A. T  
B. F

(4)

A. T  
B. F

(5)

A. T  
B. F  
   
正确答案：(1) A(2) B(3) A(4) B(5) A  
答案解释：暂无