



ASQ CMQ-OE Mock Exam

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Question 1

Question Type: MultipleChoice

Which option best is an example of one-on-one instruction?

Options:

- A- Self-directed
- B- Classroom
- C- On-the-job
- D- Facilitation



Answer:

C

Question 2

Question Type: MultipleChoice

The primary benefit of retaining customers is

Options:

- A- a decrease in supplier defects
- B- a decrease in order-processing time
- C- an increase in sales
- D- an increase in market expectations



Answer:

D

Question 3

Question Type: MultipleChoice

Which option best programs requires recipients to reveal their quality strategies publicly?

Options:

- A- ISO 14001 Registration
- B- ISO 9001 Registration
- C- The Malcolm Baldrige Award
- D- The Deming Prize

Answer:

C

Question 4

Question Type: MultipleChoice

If an employee compensation plan is linked to pre-established company, team, and functional area goals, the plan is described as

Options:

- A- task-based
- B- value-based
- C- performance-based
- D- objective-based

Answer:

B

Question 5

Question Type: MultipleChoice

Which option best sets of factors is most important for establishing a supply base that delivers a competitive advantage?

Options:

- A- Quality, cost, and delivery
- B- Quality, price, and capacity

- C- Quantity, cost, and availability
- D- Quantity, price, and delivery

Answer:

A

Question 6

Question Type: MultipleChoice

The definition and communication of the quality vision, mission, and goals of a company is the main responsibility of the



Options:

- A- Individual quality manager
- B- quality process teams
- C- quality assurance organization as a whole
- D- senior management team

Answer:

D

Question 7

Question Type: MultipleChoice

According to Crosby, quality is defined as



Options:

- A- conformance to requirements
- B- conformance to industry standards
- C- customer satisfaction
- D- fitness for use

Answer:

A

Question 8

Question Type: MultipleChoice

Which of the following actions indicates that senior management actively supports the company's quality initiatives?

Options:

- A- Displaying banners that proclaim the company's quality values and mission statement
- B- Assigning project leaders to manage the initiatives
- C- Monitoring performance of the initiatives against strategic deployment goals
- D- Reporting results of the initiatives in the company's newsletter

Answer:

C

Question 9

Question Type: MultipleChoice

What is the best method to establish customer requirements with multiple customers on a complicated product?

Options:

- A- Design for Manufacturing (DFM)
- B- Quality Function Deployment (QFD)
- C- Design of Experiment (DOE)
- D- Statistical Process Control (SPC)

Answer:

B

Question 10

Question Type: MultipleChoice

When a project requires collaboration among different functional areas, the first step for the project manager should be to

Options:

- A- develop a schedule that includes all project activities from beginning to end
- B- choose project members on the basis their previous project experience
- C- determine who should attend project update meetings
- D- gain support from the managers whose staff will be serving on the project

Answer:

D

Question 11

Question Type: MultipleChoice

Which of the following statements is true about using the plan-do-check-act (PDCA) methodology to make an improvement?

Options:

- A- It is the best way to pursue any kind of improvement.
- B- The 'doing' step is more important than the 'checking' process in the sequence.
- C- The 'checking' process usually produces corrective actions.
- D- The process must continue until the desired results are achieved.

Answer:

D

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