



ASQ CMQ-OE Practice Questions

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Question 1

Question Type: MultipleChoice

Reduced routine inspection is a result of which classification of supplier?

Options:

- A- Qualified
- B- Preferred
- C- Certified
- D- Approved

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Answer:

C

Question 2

Question Type: MultipleChoice

ACME organization has several teams "feuding" with one another. This is causing quality issues with customers, due to the variability in services and a lack of understanding not valuing what the other learns are doing within the broader enterprise. An instructor has been identified to host team budding exercises to help remediate the antagonism and get the employees focused on cooperative value-laden improvement efforts. Which of the following training approaches would be most effective?

Options:

- A- Process improvement training
- B- technical skills training
- C- Performance evaluation training
- D- Cross-functional training

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Answer:

A

Question 3

Question Type: MultipleChoice

A company has been successfully using total quality management methods for several years. The supervisor of a very productive department is moved to manage another department. After several months, senior management notices a decline in production in the supervisor's new department and asks the quality manager to look into the matter. In this situation, the quality manager should do Which option best?

Options:

- A- Ask the senior managers what they think the problem might be
- B- Ask the supervisor about the situation
- C- Allow the supervisor time to fix the problem
- D- Recommend the supervisor tor leadership training

Answer:

D

Question 4

Question Type: MultipleChoice

Which of the following tools or techniques focuses on planning rather than results?

Options:

- A- Statistical process control
- B- Cause and effect diagrams
- C- Pareto chart
- D- Quality function deployment

Answer:

D

Question 5

Question Type: MultipleChoice

Which option best approaches best describes a customer focused organization that involves continual improvement of all aspects of the organization?

Options:

- A- JIT manufacturing
- B- Total quality management
- C- Quality assurance
- D- Quality function deployment (QFD)

Answer:

B

Question 6

Question Type: MultipleChoice

Which of the following elements is necessary for effective policy deployment?

Options:

- A- Employee goals and department goals must be considered independently.
- B- Supervisors must specify goals for individual employees.
- C- Area managers must align their area goals with the corporate plan.
- D- Senior management must review individual employee and department goals annually.

Answer:

C

Question 7

Question Type: MultipleChoice

When an organization is the developing a supplier certification process, what type of suppliers should be examined first?

Options:

- A- Long-term suppliers with good product quality
- B- Long-term suppliers with quality product problems
- C- New suppliers
- D- Suppliers that provide non-critical pans

Answer:

A

Question 8

Question Type: MultipleChoice

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Which of the following approaches should a manager take to solve interdepartmental problems?

Options:

- A- Implement a companywide policy requiring cross-functional collaboration on all teams
- B- Institute mandatory training on cross-functional teams for all employee-.
- C- Form cross-functional learns to address issues that affect multiple departments
- D- Require all managers to attend training on collaboration and conflict management

Answer:

A

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