



ASQ CQE Practice Questions

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Question 1

Question Type: MultipleChoice

Which of the following statements best describes precision?

Options:

- A- Precision is leading up to three decimal places.
- B- Precision is being able to distinguish small deviation from the standard value.
- C- Precision is the same as accuracy.
- D- Precision provides consistent results repeatedly.

Answer:

D

Explanation:

Precision refers to the consistency of a set of measurements or the ability of an instrument to provide the same result under unchanged conditions. It does not concern itself with the correctness of the measurements (which is accuracy) but rather with the reproducibility of the measurements. Precision indicates how close the measurements are to each other.

Juran, J. M., & Godfrey, A. B. (1999). Juran's Quality Handbook. McGraw-Hill Education.

ASQ (American Society for Quality) - Definition of Precision: ASQ Glossary

Question 2

Question Type: MultipleChoice

As a commonly used problem solving technique, which of the following would be the BEST application of a Pareto chart?

- . To determine when to make proactive adjustments to a process.
- . To differentiate between major and minor problem areas.
- . To gather data and to design experimental controlled changes.

. To evaluate the results of other problem solving techniques upon the product or service.

Options:

- A- I and II only
- B- II and III only
- C- II and IV only
- D- I, II, III and IV

Answer:

C

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Question 3

Question Type: MultipleChoice

The primary characteristic of risk management is being

Options:

- A- simple
- B- reactive
- C- unnatural
- D- all-inclusive

Answer:

D

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Explanation:

Risk management in software quality engineering aims to identify, assess, and mitigate risks that could affect project outcomes. The primary characteristic of effective risk management is that it should be all-inclusive. This means it should encompass all potential risk areas, including technical, project management, resource allocation, and external factors. An all-inclusive approach ensures that no significant risk is overlooked and that comprehensive strategies are in place to manage identified risks effectively. Reference:

Software Quality Assurance: Principles and Practice by Nina S. Godbole.

ASQ Software Quality Engineer Handbook.

Question 4

Question Type: MultipleChoice

Which option best statements is always true about an effective design review?

Options:

- A- It occurs when the design is complete.
- B- It is informal in order to brainstorm more ideas.
- C- It is based on defined criteria.
- D- It is conducted by the development team.

Answer:

C

Explanation:

An effective design review ensures that the design meets certain established criteria and standards. This helps in objectively evaluating the design to find any discrepancies or improvements needed. The other options are not necessarily true for every effective design review:

A: Design reviews can occur at various stages, not just when the design is complete.

B: While brainstorming might be part of the process, an effective review should have structure and defined criteria.

D: The review can involve multiple stakeholders, not just the development team.

Question 5

Question Type: MultipleChoice

Which of the following types of "voice" is most effective in written communication?

Options:

- A- Active
- B- Passive
- C- Strong
- D- Soft

Answer:

A

Explanation:

In written communication, using the active voice is most effective because it is clear and direct. Active voice makes it easier for the reader to understand who is doing what, leading to less ambiguity. For example, 'The manager approved the request' is clearer than 'The request was approved by the manager.' Reference: 'The Elements of Style' by Strunk and White, which advises using active voice for clarity and precision in writing.

Question 6

Question Type: MultipleChoice

The following chart is being used to monitor a process. What do points X and Y. and region Z represent on the chart?

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Options:

- A- Special causes of variation
- B- Changes in raw materials
- C- Common causes of variation
- D- Statistically stable variation

Answer:

A

Explanation:

The chart provided is a control chart used to monitor process variation over time.

Control charts have upper control limits (UCL) and lower control limits (LCL) that represent the threshold of acceptable variation.

Points X and Y, which lie outside the control limits, indicate special causes of variation. These are deviations caused by specific, identifiable factors rather than inherent process noise.

Region Z, where data points are consistently below the mean and approaching the LCL, suggests a trend indicating a shift due to special causes.

Reference: According to ISO 9001 and the ASQ, control charts are utilized to detect special causes of variation, which signal that a process is out of control and requires investigation.

Question 7

Question Type: MultipleChoice

Which of the following tools can be used to communicate performance data in time sequence?

Options:

- A- Scatter diagram
- B- Pareto chart
- C- Control chart
- D- Flow chan

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Answer:

C

Explanation:

A control chart is used to communicate performance data in a time sequence. It is designed to plot data points chronologically to identify trends, variations, and patterns over time, which is essential for process monitoring and improvement. Reference: 'Introduction to Statistical Quality Control' by Douglas C. Montgomery, which explains the application and interpretation of control charts in quality control.

Question 8

Question Type: MultipleChoice

Which of the following tools begins at the point of failure and works back through the process to the components?

Options:

- A- Fault tree analysis
- B- Pugh matrix
- C- Cause and effect matrix
- D- Kappa analysis

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Answer:

A

Explanation:

Fault tree analysis (FTA) is a tool that begins at the point of failure and works back through the process to the components. FTA is used to identify the root causes of system failures by constructing a logical diagram of the various possible causes. This method helps in understanding the paths leading to a failure and identifying corrective actions. Reference: 'Reliability, Maintainability, and Risk' by David J. Smith, which describes fault tree analysis and its application in failure analysis.

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Question 9

Question Type: MultipleChoice

Which of the following actions best describes quality function deployment (QFD)?

Options:

- A- Determining if quality procedures are being followed on the shop floor
- B- Determining which processes are functioning correctly
- C- Linking customer requirements to product features
- D- Reducing costs of a product and product features

Answer:

C

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Explanation:

Quality Function Deployment (QFD) is a structured approach for defining customer requirements and translating them into specific plans to produce products that meet those requirements.

Linking Customer Requirements to Product Features:

QFD starts by collecting and prioritizing customer needs (often referred to as the 'voice of the customer').

These needs are then translated into design requirements, technical specifications, and product

features.

The relationship between customer requirements and product features is mapped out in a QFD matrix, commonly known as the House of Quality.

Determining if Quality Procedures Are Followed:

This is part of quality assurance and auditing, not specifically QFD.

Determining Which Processes Are Functioning Correctly:

More related to process control and capability analysis, not QFD.

Reducing Costs of a Product and Product Features:

While cost reduction can be an outcome of QFD, it is not the primary focus. The primary focus is ensuring the product meets customer needs.

Question 10

Question Type: MultipleChoice

A process capability analysis can best be used to

Options:

- A- define the acceptance quality limit for incoming material
- B- compare alternative processes or equipment
- C- prevent supplier deficiencies
- D- identify which attributes data to measure

Answer:

B

Explanation:

Process capability analysis evaluates how well a process can produce output within specified limits.

It measures the inherent variability of a process relative to its specification limits.

This analysis is valuable for comparing the capabilities of different processes or equipment to ensure they meet required specifications.

It helps in selecting the most appropriate process or equipment by providing quantitative data on their performance.

Reference: ASQ's 'Certified Quality Engineer Handbook' outlines the use of process capability analysis for comparing processes and equipment.

Question 11

Question Type: MultipleChoice

A process has the following output characteristics:

Mean = 28.65

Median = 24

Mode = 20

The uninodal distribution with these characteristics is defined as

Options:

- A- skewed left
- B- skewed right
- C- not skewed
- D- s-shaped

Answer:

D

Explanation:

If a value assigned to a unit is non-numerical, it is described as qualitative. Qualitative data describes attributes or characteristics that do not have a numerical value. Examples include descriptions such as color, type, or category.

Montgomery, D. C. (2017). Design and Analysis of Experiments. John Wiley & Sons.

ASQ (American Society for Quality) - Types of Data: ASQ Glossary

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