



Free Questions for CMQ-OE
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Question 1

Question Type: MultipleChoice

The best way to shorten the development cycle for introducing new products to the marketplace is to

Options:

- A- identify all potential suppliers during the design process and certify the best ones
- B- enlist the help of critical suppliers during the development process
- C- factor supplier lead times into the design process
- D- select suppliers that have the excess capacity to accommodate new operations

Answer:

B

Question 2

Question Type: MultipleChoice

Corporate headquarters has established the use of the Baldrige Award criteria as the standard for all divisions. West Division's general manager calls the quality director and says, "We do not want to use this criteria, but your job as quality director for the division will be to make it look as if we are using it. " In this situation, the quality director's best response would be to tell the manager that

Options:

- A- the standard is very useful and would improve the bottom line of the division
- B- most of the initial changes will be transparent to the general operation of the division
- C- only someone from corporate headquarters can authorize that level of change
- D- this directive came from the Chief Executive Officer and only they can change it

Answer:

C

Question 3

Question Type: MultipleChoice

The constraint that is most often encountered by virtual teams that communicate via telephone and e-mail is the

Options:

- A- time zone differences
- B- cultural differences
- C- lack of body language cues
- D- lack of common geographical space



Answer:

C

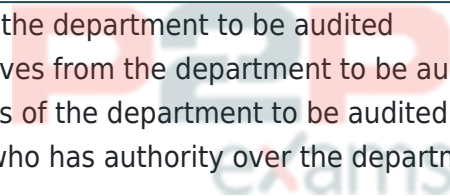
Question 4

Question Type: MultipleChoice

The audit team that will be most effective in performing an internal department audit is one that

Options:

- A- has no representatives from the department to be audited
- B- has at least two representatives from the department to be audited
- C- includes a group of managers of the department to be audited
- D- includes the vice president who has authority over the department to be audited



Answer:

A

Question 5

Question Type: MultipleChoice

The Vice President (VP) for quality has attended a series of employee and management focus

groups and has discovered that not all team members believe they are being supported by their respective managers. Further analysis shows that some managers have not yet attended training on the basic principles of quality. Which of the following would be the most effective way for the VP to reinforce the management training on the basic quality principles?

Options:

- A- Regularly publish the names of all managers who have completed the training in the company's quality newsletter
- B- Work with line management to get managers involved with teams immediately after training
- C- Develop a presentation on the basic quality principles for managers to deliver to their departments
- D- Identify several of the trained managers for individual awards

Answer:

B

Question 6

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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