



Free Questions for CMQ-OE by dumpshq

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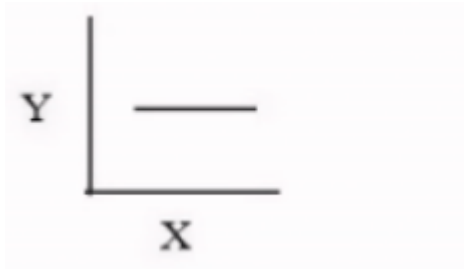
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Question 1

Question Type: MultipleChoice

Which of The following graphs indicates a positive correlation between two sets of data?

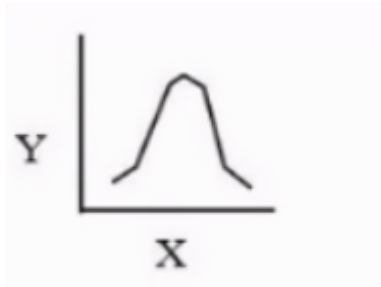
A)



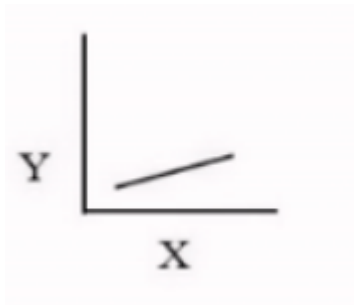
B)



C)



D)



Options:

A- Option A

B- Option B

C- Option C

D- Option D

Answer:

B

Question 2

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

Question 3

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 4

Question Type: MultipleChoice

One of Deming's 14 points indicates that goals?

Options:

- A- are necessary for any improvement effort
- B- should be eliminated if they are not achieved within the originally projected time frame
- C- must be established by those responsible for meeting them
- D- become a negative influence unless methods to achieve them are provided

Answer:

D

Question 5

Question Type: MultipleChoice

Which of the following is a benefit of using quality function deployment (QFD)?

Options:

- A- It reduces overall process time.
- B- It provides data for the design of future products.
- C- It provides a key element of the house of quality.
- D- It is a means of deploying a quality plan.

Answer:

C

Question 6

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 7

Question Type: MultipleChoice

Which of the following tools should HR use to monitor the number of hours lost due to worker absenteeism?

Options:

- A- Flowchart
- B- Pareto chart
- C- Activity network diagram

D- Time plot

Answer:

B

Question 8

Question Type: MultipleChoice

During what stage of team development do team members express suspicion and anxiety about their mission and purpose?

Options:

A- Forming

B- Storming

C- Norming

D- Performing

Answer:

B

Question 9

Question Type: MultipleChoice

Which of the following methods is used to listen to customers to learn exactly what they want and then, using a logical system, determine how best to fulfill those needs with available resources?

Options:

A- Quality planning and analysis

B- Quality control

C- Quality assurance

D- Quality function deployment

Answer:

D

Question 10

Question Type: MultipleChoice

A transportation company offers a discount to companies that complete a customer- satisfaction survey. The purpose of offering this kind of discount is to

Options:

- A- improve customer satisfaction levels
- B- improve the quality of the responses
- C- increase market share
- D- increase the response rate

Answer:

D

Question 11

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

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