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### Question 1

Question Type: MultipleChoice

A customer is performing a supplier qualification audit for a product that requires environmental control. To ensure that the supplier delivers a safe product, the customer should take which of the following actions?

#### **Options:**

- A- Obtain a liability waiver from the supplier
- B- Ensure that the supplier uses a coding system for identifying and tracing all of its products
- C- Establish a system to verify that the supplier can meet the specified control criteria
- D- Implement an environmental safety system in the receiving area

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### Question 2

Question Type: MultipleChoice

The purpose of product qualification is to

### Options:

- A- verify that all product design requirements have been met
- B- formulate specifications for manufacturing and develop related documentation
- C- ensure that a product is released only after all documentation is in place
- D- verify through a pilot production run that scale-up is feasible

#### Answer:

Δ

# Question 3

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 4

Question Type: MultipleChoice

XYZ is a business-to-business company that knows the following about its customers.

- \* They each use XYZ's products differently, depending on their industry.
- \* They are located in various regions of North America and Europe.
- \* They have employee workforces of different sizes at different plants
- \* They pay different prices for the same products, depending on the volume purchased.

### Options:



- B- are located in various geographical regions
- C- have employee workforces of different sizes and locations
- D- pay different prices for the same products

#### Answer:

Α

# Question 5

Question Type: MultipleChoice

Which of the following factors is characteristic of companies that excel in customer satisfaction?

### Options:

- A- They replace defective products promptly and without question
- B- They manage their customers authoritatively.
- C- They reward high-performing frontline employees with cash bonuses.
- D- They develop service standards from customer expectations.

### Answer:

D



## Question 6

Question Type: MultipleChoice

Which of the following actions would be a violation of the ASQ Code of Ethics?

### Options:

- A- Giving credit to all present or previous employers when disclosing information about quality processes
- B- Accepting a monetary reward as 2 member of a successful process improvement team
- C- Indicating any potential consequences of ignoring a quality professional's judgment
- D- Accepting compensation from two different parties for the same service, without their consent

#### Answer:

D

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