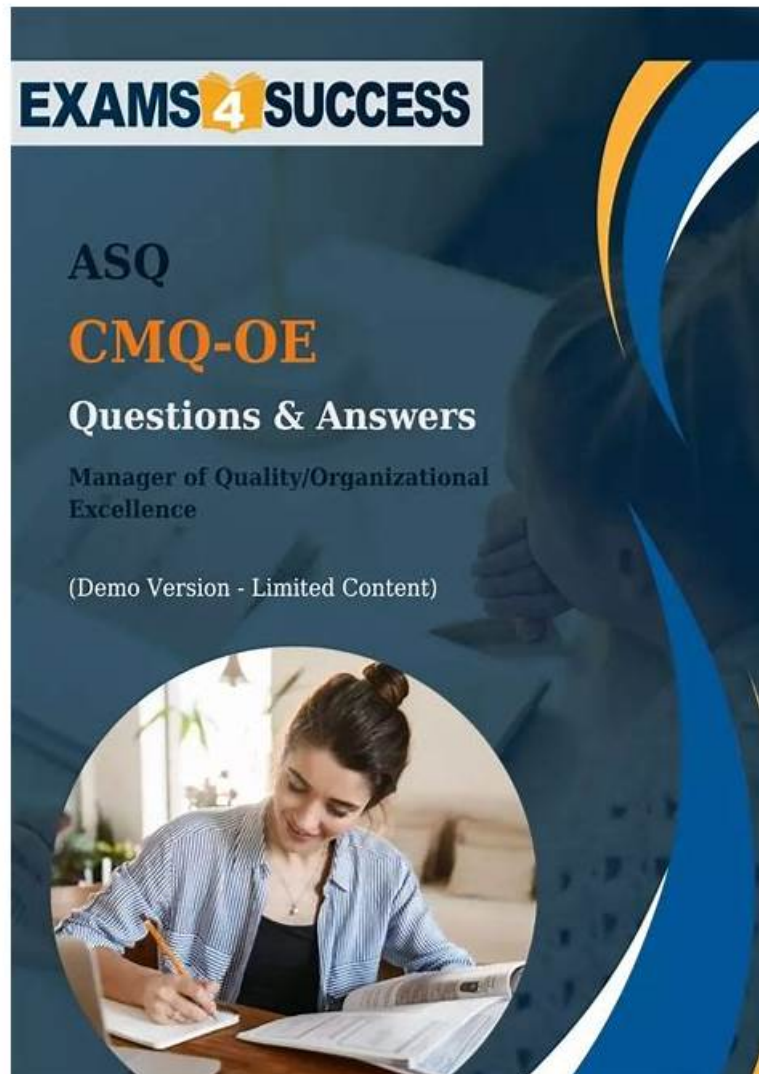


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ASQ CMQ-OE Exam Syllabus Topics:

Section	Weight	Objectives
Supply Chain Management	19%	- Logistics, Material Control, and Acceptance - Supplier Selection, Evaluation, and Approval - Supplier Risk and Performance Management - Supplier Development and Partnerships

Management Elements and Methods	26%	- Human Resources and Workforce Management - Management Principles and Theories - Financial and Resource Management - Communication and Organizational Dynamics - Quality Management Systems • 1. ISO 9001, Baldrige, TQM frameworks
Strategic Plan Development and Deployment	23%	- Strategic Planning Models • 1. Mission, vision, values, and objectives • 2. Hoshin Kanri, balanced scorecard, and benchmarking - Strategy Deployment and Execution - Business Environment Analysis • 1. Market and competitive analysis • 2. SWOT, PESTLE, risk analysis
Customer-Focused Organizations	22%	- Customer Satisfaction and Loyalty Measurement - Complaint Management and Service Recovery - Customer Segmentation and Requirements Management - Voice of the Customer (VOC) Collection and Analysis
Training and Development	16%	- Evaluation of Training Effectiveness - Curriculum Design and Material Development - Training Delivery and Facilitation - Training Needs Analysis and Planning
Leadership	28%	- Teams and Team Processes • 1. Team building and facilitation techniques • 2. Team types and development stages - Organizational Structures - Leadership Principles and Challenges • 1. Roles and responsibilities of leaders and managers • 2. Change management and innovation • 3. Ethics, governance, and compliance
Quality Management Tools and Methods	31%	- Statistical Methods and Data Analysis • 1. SPC, hypothesis testing, measurement systems analysis - Process Mapping and Design - Problem Solving and Process Improvement • 1. PDCA, DMAIC, Lean methodologies

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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample Questions (Q56-Q61):

NEW QUESTION # 56

A company's training needs analysis shows that the only people in the organization who have been trained in quality function deployment (QFD) are the quality staff members. The quality manager should do which of the following to address this problem?

- A. Schedule introductory QFD training for the next senior management meeting
- B. Ask the training manager to set up multiple QFD courses for open enrollment
- C. Schedule mandatory QFD training for everyone in the company
- D. Hire an outside consultant to introduce QFD at a companywide meeting

Answer: A

NEW QUESTION # 57

The Baldrige Award performance excellence criteria address which types of performance?

- I. Procedural compliance
- II. Supplier related
- III. Customer related
- IV. Financial and marketplace

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

Answer: B

NEW QUESTION # 58

Which of the following activities describes the team leader's role in a team-based organisation?

- A. Providing training to team members
- B. Ensuring that the team's decisions and plans are communicated outside the team
- C. Reinforcing behavioral changes by rewarding active team members
- D. Negotiate additional organizational resources

Answer: B

Explanation:

As a Certified Manager of Quality/Organizational Excellence (CMQ/OE), the team leader plays a crucial role in team-based organizations. Let's break down the options:

* Negotiate additional organizational resources: While resource negotiation is essential, it is not specific to the team leader's role. It may involve other organizational roles as well.

* Reinforcing behavioral changes by rewarding active team members: This responsibility is more aligned with team management and motivation. While important, it does not directly address communication outside the team.

* Ensuring that the team's decisions and plans are communicated outside the team: This is a critical function of the team leader. Effective communication ensures that decisions, progress, and plans are shared with stakeholders, other departments, or higher management. It helps maintain transparency and alignment.

* Providing training to team members: Training is essential, but it is not the primary responsibility of the team leader. Training may be conducted by specialized trainers or subject matter experts.

Therefore, the most relevant activity for the team leader's role is ensuring that the team's decisions and plans are communicated outside the team. This ensures coordination, alignment, and organizational awareness.

References:

* ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition. Sandra L.

Furterer and Douglas C. Wood. Published 2021231

* Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge (BoK)3

* ASQ Certified Manager of Quality/Organizational Excellence1

* CMQ/OE Certification Insert4

NEW QUESTION # 59

The alignment of a quality policy with the broader organizational mission is best demonstrated when the quality policy:

- A. Promotes adherence to regulatory standards without exceeding requirements
- B. Focuses on reducing operational costs to improve profit margins
- **C. Emphasizes customer satisfaction to support long-term client relationships**
- D. Establishes standardized workflows to streamline employee training

Answer: C

Explanation:

Detailed Explanation:

The correct answer is B. Emphasizes customer satisfaction to support long-term client relationships.

A quality policy should align with the organization's broader mission by expressing the organization's commitment to the value it provides to customers and other stakeholders. In most quality-focused organizations, this alignment is best shown when the policy emphasizes:

- * meeting customer needs,
- * sustaining satisfaction,
- * building trust,
- * and supporting long-term relationships.

This reflects the core idea that quality is not only about internal control, but also about fulfilling the organization's purpose through consistent value delivery.

Why the other options are incorrect:

A). Focuses on reducing operational costs to improve profit margins

Cost reduction may be important, but a quality policy should not be centered primarily on internal financial outcomes. Quality policy should reflect customer value, organizational purpose, and continual improvement.

C). Establishes standardized workflows to streamline employee training

Standardization is useful, but this is more of an operational method than a broad policy statement aligned with organizational mission.

D). Promotes adherence to regulatory standards without exceeding requirements Compliance is necessary, but quality excellence goes beyond minimum compliance. A quality policy aligned with mission should express commitment to performance, customer needs, and improvement, not only conformance.

From a Quality Management and Organizational Excellence perspective, alignment is strongest when quality policy supports:

- * customer focus,
- * long-term value creation,
- * strategic consistency,
- * and sustained organizational success.

A mission-aligned quality policy should connect quality with the reason the organization exists, and customer satisfaction is the clearest expression of that connection.

NEW QUESTION # 60

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

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

Answer: B

NEW QUESTION # 61

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