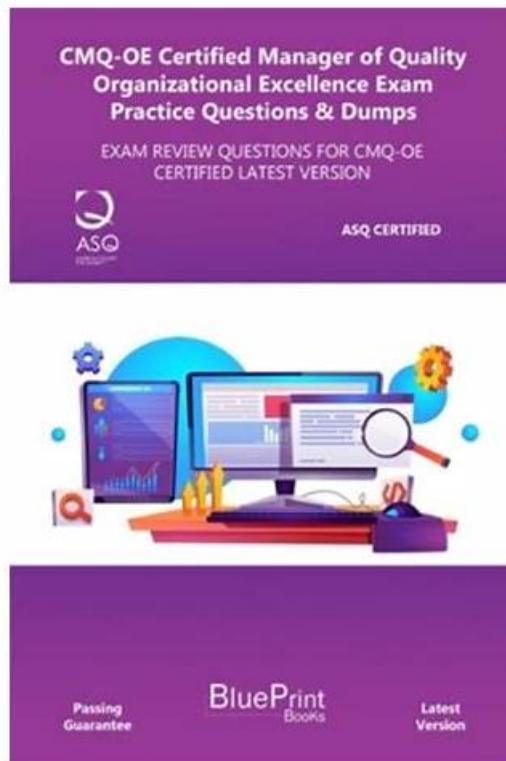


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NEW QUESTION # 21

An action of highest priority is for suppliers to:

- A. Implement a system that ensures that customers' needs and the supplier's terms of sale are mutually understood and agreed to.
- B. Be sure that the customer's order form meets supplier's specifications.
- C. Emphasize that the purchase order is the legal contract between buyer and seller.
- D. Automatically reject an order if the customer makes demands the supplier deems unacceptable.

Answer: A

NEW QUESTION # 22

Root cause analyses often fail at the testing phase because they fail to

- A. obtain statistical validity
- B. distinguish between apparent and true root causes
- C. reward rapid problem-solving
- D. distinguish multiple problems from one another

Answer: B

NEW QUESTION # 23

The definition and communication of the quality vision, mission, and goals of a company is the primary responsibility of the

- A. Individual quality manager
- B. quality process teams
- C. senior management team
- D. quality assurance organization as a whole

Answer: C

Explanation:

The senior management team plays a crucial role in setting the strategic direction for the organization. They define the overall vision, mission, and goals, which guide the company's activities and decisions. These high-level objectives are essential for aligning the entire organization toward a common purpose and ensuring that quality is integrated into the company's core values and strategic planning. While other roles, such as individual quality managers and quality process teams, contribute to quality initiatives, the ultimate responsibility for defining and communicating the company's quality vision lies with senior management.

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NEW QUESTION # 24

Which of the following has the greatest potential to harm customer loyalty?

- A. Failing to train employees in problem-solving techniques
- B. Surveying employees on behalf of customers
- C. Allowing gaps to develop between customer perceived
- D. Encouraging employees to be reactive to customer problems

Answer: A

Explanation:

Among the options provided, failing to train employees in problem-solving techniques has the greatest potential to harm customer loyalty. Here's why:

* Encouraging employees to be reactive to customer problems: While being reactive can be detrimental, it may not necessarily harm customer loyalty significantly. It depends on how effectively employees handle customer issues when they arise.

* Surveying employees on behalf of customers: Surveys can provide valuable feedback, but they are not inherently harmful to customer loyalty. In fact, well-designed surveys can improve customer satisfaction if the feedback leads to positive changes.

* Allowing gaps to develop between customer perception and reality: This can indeed harm customer loyalty. When customers perceive gaps (e.g., between promised service and actual service), trust erodes, and loyalty declines.

* Failing to train employees in problem-solving techniques: This is critical. Employees who lack problem-solving skills may struggle to address customer issues promptly and effectively. Unresolved problems frustrate customers and lead to dissatisfaction.

In summary, investing in employee training, especially in problem-solving techniques, is essential for maintaining and enhancing

customer loyalty. Well-trained employees can proactively address issues, prevent escalations, and create positive experiences for customers.

· The ASQ Certified Manager of Quality/Organizational Excellence Handbook, Fifth Edition2.

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

ASQ: Manager of Quality/Organizational Excellence Certification1.

NEW QUESTION # 25

Is a person from outside the organization who has been hired to advise and help facilitate the change process. He/she has greater degree of freedom and should be better able to access activities and provide honest feedback.

- A. Ethicist
- B. Mentor
- **C. Change agent**
- D. Business Generator

Answer: C

NEW QUESTION # 26

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