

ASQ - CMQ-OE-Valid Valid Exam Format

CMQ/OE Exam Details	
Exam Name	Manager of Quality/Organizational Excellence
Exam Code	CMQ/OE
Exam Fee	USD \$568
Retakes	USD \$368
ASQ Member	USD \$468
Application Fee	USD \$70
Exam Duration	270 Minutes
Number of Questions	180
Passing Score	550/750
Format	Multiple Choice
Books	Certified Manager Of Quality /Organizational Excellence Certification Preparation The Certified Manager Of Quality/Organizational Excellence Handbook, Fourth Edition
Schedule Exam	Book Your Exam
Sample Questions	ASQ CMQ/OE Exam Sample Questions and Answers
Practice Exam	ASQ Manager of Quality/Organizational Excellence Practice Test

ASQ Manager of Quality/Organizational Excellence Certification Practice Exam

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ASQ Certified Manager of Quality/Organizational Excellence Exam Sample

Questions (Q56-Q61):

NEW QUESTION # 56

What is the first phase in initiating a benchmarking plan?

- A. Project future performance requirements
- **B. Identify what to benchmark**
- C. Identify a benchmark partner
- D. Observe best practices

Answer: B

Explanation:

The first phase in initiating a benchmarking plan is to identify what to benchmark. This involves defining a tightly focused subject of the benchmarking study and choosing an issue critical to the organization's success. Before an organization can achieve the full benefits of benchmarking, its own processes must be clearly understood and under control.

References:

* ASQ - What is Benchmarking? Technical & Competitive Benchmarking Process1.

* ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge (BoK)2.

NEW QUESTION # 57

An ISO 9001 compliant company can drive organization-wide improvements effectively by

- A. deploying a contract review process
- B. training employees in statistical process control
- **C. acting on the results of quality systems audits**
- D. documenting procedures

Answer: C

Explanation:

ISO 9001 is a globally recognized standard for quality management. It helps organizations improve their performance, meet customer expectations, and demonstrate commitment to quality. Implementing ISO 9001 means putting in place effective processes and trained staff to consistently deliver high-quality products or services.

The potential benefits of implementing a quality management system based on ISO 9001 include:

* Consistently Providing Quality Products and Services: ISO 9001 ensures that organizations consistently provide products and services that meet customer and applicable statutory and regulatory requirements.

* Effective Complaint Resolution: The standard offers guidelines for resolving customer complaints efficiently, contributing to timely and satisfactory problem-solving.

* Process Improvement: ISO 9001 helps identify and eliminate inefficiencies, reduce waste, streamline operations, and promote informed decision-making, resulting in cost savings and better outcomes.

* Ongoing Optimization: Regular audits and reviews encouraged by ISO 9001 enable organizations to continually refine their quality management systems, stay competitive, and achieve long-term success.

Acting on the results of quality systems audits is a critical aspect of ISO 9001 compliance. Audits help identify areas for improvement, assess the effectiveness of processes, and drive organizational enhancements. By addressing audit findings, companies can enhance their overall quality management and drive positive changes across the organization12.

NEW QUESTION # 58

In a customer-driven company, one of the key roles of the sales function should be to

- A. develop design ideas for new products
- **B. support long-term customer retention efforts**
- C. help resolve customer complaints
- D. introduce new customers to executive management

Answer: B

Explanation:

In a customer-driven company, the sales function plays a crucial role in understanding customer needs and ensuring customer

satisfaction, which is fundamental to long-term customer retention. Sales teams often serve as the direct point of contact with customers, gathering feedback, addressing concerns, and building relationships. By focusing on these areas, sales can contribute significantly to retaining customers, which is more cost-effective than acquiring new ones and is essential for sustainable business growth.

References: The answer is based on general quality management principles that prioritize customer satisfaction and retention as key factors for organizational success. These principles are commonly found in quality management literature and are likely to be consistent with the ASQ Certified Manager Of Quality/Organizational Excellence study guide and handbook.

NEW QUESTION # 59

In the Kano model, which of the following best defines an exciter attribute?

- A. These are articulated needs, what customers will say they need.
- B. Satisfaction increases linearly as these attributes are more fully delivered
- **C. These are unexpected but if offered, generate "delight" and surprise the customer**
- D. These attributes can be rated as "important" but they are expected.

Answer: C

Explanation:

In the Kano model, exciter attributes, also known as delighters or excitors, are features that exceed customer expectations and provide a sense of delight and surprise when present¹. They are not expected by the customer and their absence does not cause dissatisfaction, but their presence can significantly enhance customer satisfaction and can even influence the customer's decision to make a purchase¹.

References: 1: ASQ - Kano Model

NEW QUESTION # 60

In terms of performance and perception, which of the following best describes a car with a reputation as an unreliable vehicle that gets better mileage and more reliable operation at lower cost than other vehicles in its class?

- **A.** □
- B. □
- C. □
- D. □

Answer: A

NEW QUESTION # 61

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